



Republic of the Philippines
DEPARTMENT OF EDUCATION
Region IX, Zamboanga Peninsula
SCHOOLS DIVISION OF ZAMBOANGA DEL NORTE
Capitol Drive, Estaka, Dipolog City

RELEA
EDUKASYON
6 MAY 2016
DATE: _____
NAME/SIGNATURE _____

DIVISION MEMORANDUM NO. 180 SERIES OF 2016

To: **LOURMA I. POCULAN** -Assistant Schools Division Superintendent
JOY L. SINGSON -Chief Education Supervisor (SGOD)
LILIA E. ABELLO -Chief Education Supervisor (CID)
LEONIDO A. PAMPILO JR. - Planning and Research (SGOD)
CELENA MARILU GALLEMIT - Planning Officer II
GIPAREL B. ELUMBA - Planning Officer III
ROLDAN C. CALAPIZ - Sr. Education Program Specialist
JESSIE E. ELACAN - Education Program Specialist (SOCMOB)
EUNICE D. JANOLINO - Project Development Officer II
DOREEN B. OMBALINO - Legal Assistant I

From : **NATIVDAD P. BAYUBAY, CESO VI**
Officer-In-Charge
Office of the Schools Division Superintendent

Subject : **DIVISION OPLAN BALIK ESKWELA INFORMATION
AND ACTION CENTER (OBEIAC)**

Date : **MAY 9, 2016**

In the exigency of the service, you are all hereby directed to render services in the activation of the division **Oplan Balik Eskwela (OBE)** and the **Public Assistance Station (PAS)** for School Year (SY) 2016-2017 from **May 28 to June 18, 2016** to ensure smooth opening of classes this school year.

The Division OBEIAC shall oversee implementation of the project and other school concerns. It shall set-up hotlines to receive calls, text messages, fax messages, and emails on complaints, requests and suggestions from parents, students and other concerned citizens; set-up help desk to accommodate walk-in concerns; and update/submit daily reports to the DepEd CO every 11 AM and 5 PM. A copy of the Term of Reference is enclosed.

The composition of the DIVISION OBEIAC shall be;

Chair: **LOURMA I. POCULAN**
Member : **JOY L. SINGSON**
LILIA E. ABELLO
MARILU CELENA GALLEMIT
LEONIDO A. PAMPILO
GIPAREL B. ELUMBA
ROLDAN C. CALPIZ
JESSIE E. ELACAN
EUNICE D. JANOLINO
DOREEN B. OMBALINO

For this purpose, you shall address the problems commonly encountered at the start of the school year to ensure that learners are already properly enrolled and able to attend school by the first day of classes.

All expenses incurred during this activity, including payment for the services by the concerned personnel whenever applicable during the OBE, in addition to, or over and above their regular workload, shall be charged to division MOOE, subject to the usual accounting and auditing rules and regulations.

For guidance and compliance.

Encl: **AS STATED**

Ref: **DepED Memorandum No. 68, S. 2016**

Eodj 05-26-2016 SDS OFFICE

**2016 DepEd Oplan Balik Eskwela Information and Action Center
May 28 to June 18, 2016**

TERMS OF REFERENCE

A. DETxt (Text Messaging Service)

1. To print text messages received.
2. To reply/respond to text messages received.
3. To refer complaints/cases that need immediate investigation to the Quick Response Team
4. To submit the required daily morning and afternoon reports to the Monitoring Unit for Consolidation

B. PUBLIC ASSISTANCE AND HOTLINE

1. To attend the caller with queries, complaints, problems, request, etc. concerning school opening and other education matters.
2. To provide immediate appropriate actions/solutions with issues/concerns received from callers.
3. To refer complaints/cases that need immediate investigation to the Quick Reseam
4. To submit the required daily morning and afternoon reports to the monitoring Unit for consolidation and evaluation.

C. QUICK RESPOND UNIT

1. To provide immediate resolution to complaints that are classified urgent.
2. To conduct on-the-spot investigation and monitoring of school as the need arises.
3. To submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

D. MONITORING UNIT

1. To gather and encode daily data from the different units of the OBEIAC and generate all reports.
2. To prepare daily reports and update for the Secretary's information.
3. To submit the required consolidated daily report to the Secretariat
4. To document and finalize the 2016 Oplan Balik Eskwela Narrative Report. Submission immediately after the OBE.

E. SECRETARIAT/OFFICER OF THE DAY

1. To handle/process the daily reports for the Secretary's information based on the submitted reports of the Monitoring Unit.
2. To handle print/video documentation
3. To oversee the general flow of the Oplan Balik Eskwela and Action Center (OBEIAC)

F. MEDIA RELATIONS

1. To handle/process the daily issues/concerns of the media.
2. To attend to media people for interview purposes. (if any)