



Republic of the Philippines
DEPARTMENT OF EDUCATION
Region V (Bicol)
SCHOOLS DIVISION OF CATANDUANES
Virac, Catanduanes

Email Add: catanduanes@doped.gov.ph/catanduanesdiv15@gmail.com
Website: www.depedrovcatanduanes.com Tel No.: (052)811-40-63



RELEASED

DIVISION MEMORANDUM

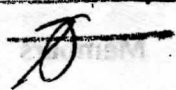
No. 155 s, 2019

DepEd, Division of Catanduanes

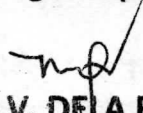
RECORDS SECTION

MAY 16 2019

Date: _____
Time: 6:45 P.M.

Initial: _____
Signature: 

TO : Assistant Schools Division Superintendent
Chiefs, CID & SGOD
Education Program Supervisors
Public Schools District Supervisors
Planning and Research Section
Information Technology Officer (ITO)
Senior Education Program Specialist (Soc.Mob.Net)
Education Program Specialist II (Soc.Mob.Net)
Education Program Specialist II (ALS Focal Person)
Education Program Specialist II (ALS)

FROM :  **SOCORRO V. DELA ROSA, CESO V**
Schools Division Superintendent

SUBJECT : **2019 COMPOSITION OF THE DIVISION OPLAN BALIK ESKWELA (OBE)
PUBLIC ASSISTANCE COMMAND CENTER (PACC)**

DATE : **May 15, 2019**

1. Pursuant to DepEd Memorandum No. 29, s, 2019, re: 2019 Oplan Balik Eskwela SDO Catanduanes supports the **National Oplan Balik Eskwela (OBE) for School Year (S/Y) 2019-2020**. The Oplan Balik Eskwela is DepEd's Annual initiative to engage agencies, organizations, and other stakeholders in preparation for the opening of the school year. This will run from May 27 to June 7, 2019.
2. The OBE is part of the Department's efforts to ensure that learners are properly enrolled and able to attend school on the first day of classes. The OBE aims to address problems, queries and other concerns commonly encountered by the public at the start of the school year.
3. Please see attached 2019 Composition of the Division Oplan Balik Eskwela (OBE) Public Assistance Command Center (PACC).
4. For information, guidance and compliance.

**2019 COMPOSITIN OF THE DIVISION OPLAN BALIK ESKWELA (OBE)
PUBLIC ASSISTANCE COMMAND CENTER (PACC)**

Chairman : Ma. Luisa T. Dela Rosa
Cp. No. 09476099689

Co. Chairman : Miguel C. Ogalinola
Cp. No. 09202905204

Members : Josefa V. Zape
Cp. No. 09185874161

Gina B. Pantino
Cp. No. 09399234191

Maria Imelda S. Abejo
Cp. No. 09079504358

Nelson T. Sicio
Cp. No. 09198220134

Marife B. Brequillo
Cp. No. 09394513915

Mary Jean S. Romero
Cp. No. 09988653521

Jennifer B. Metica
Cp. No. 09208779674

Raquel L. Pahuyo
Cp. No. 09289572295

Jane T. Tuplano
Cp. No. 09303814740

Rey Bonayon
Cp. No. 09052866831

Rufina T. Tabor
Cp. No. 09997858014

: All Public Schools District Supervisors

**FUNCTIONS OF THE OPLAN BALIK ESKWELA (OBE) – PUBLIC ASSISTANCE
COMMAND CENTER (PACC)**

1. Receive, process and respond to simple queries, information, requests and complaints from the general public including those forwarded by other DepEd offices.
2. Assist in the dissemination and clarification of DepEd policies, programs, projects and processes, particularly those relevant to the opening of classes.
3. Correctly identify and coordinate with the concerned DepEd Offices on complex concerns that will require the specific offices' appropriate action.
4. Monitor, document and submit reports on all issues and concerns received by the OBE – PACC including the action taken.

E. Secretariat and Monitoring

MIGUEL OGALINOLA/JOSEFA ZAPE/RAQUEL PAHUYO/JANE TUPLANO

1. Oversee and supervise the daily operations of the activity;
2. Prepare the daily reports for the Secretary's Superintendent's information based on the submitted reports of the teams;
3. Make print and video documentation;
4. Gather and consolidate data from the different committees and generate daily reports;
5. Document and finalize the 2019 Oplan Balik Eskwela Narrative Report;
6. Provide the technical needs of the team; and
7. Assist all teams is necessary.

F. Media Relations

GINA B. PANTINO

1. Set and coordinate schedules for press conference;
2. Prepare media advisories, invites and briefers of the activity for the Executive Committee and Stakeholders;
3. Facilitate the press conference and assist the media;
4. Attend to media requests for data and interviews; and
5. Coordinate with the partners and stakeholders.

G. Logistics and Support

MARIA IMELDA S. ABEJO/MARIFE B. BREQUILLO/RUFINA TABOR

1. Set up and take charge of the OBE command center of the SDO Lobby.
2. Maintain cleanliness and orderliness of the OBE command center.
3. Provide materials and equipment needed for OBE like tarpaulin, etc.
4. Serves as Officers of the Day during the duration of the Oplan Balik Eskwela (OBE) – Public Assistance Command Center (PACC).

TERMS OF REFERENCE

(Lifted from DepEd Central Office per D.O. 29 s. 2019)

A. Teleresponders

GINA B. PANTINO/JENNIFER B. METICA

1. Attend to callers with queries, complaints, problems or request, concerning school opening and other education matters;
2. Provide immediate appropriate actions/ solutions for issues/ concerns received from callers;
3. Refer complaints/cases that need immediate investigation to the legal Team if necessary; and
4. Submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation.

B. Social Media (Facebook, Messenger) Email and text Messaging Service

GINA B. PANTINO/JENNIFER B. METICA

1. Reply/respond to messages received and print the messages if necessary;
2. Refer complaints' cases that need immediate investigation to legal Team if necessary; and
3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

C. Walk-In Assistance

MARY JEAN S. ROMERO/REY BONAYON

1. Attend to issues/ concerns/ complaints of walk-in clients;
2. Prepare endorsement letters/ communications to schools concerned;
3. Provide information needed by the clients; and
4. Submit the required daily morning and afternoon reports to the secretariat for consolidation and evaluation.

D. Legal Assistance

MA. LUISA T. DELA ROSA/NELSON T. SICIO/ALL PSDS

1. Provide immediate resolution to complaints that are classified as urgent;
2. Conduct on-the-spot investigation and monitoring of schools as the need arises; and
3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.