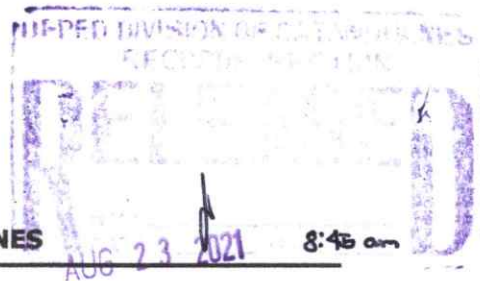




Republic of the Philippines  
Department of Education  
REGION V - BICOL  
SCHOOLS DIVISION OFFICE OF CATANDUANES



August 12, 2021

**DIVISION MEMORANDUM**

No. 364 s, 2021

**COMPOSITION OF OPLAN BALIK-ESKWELA PUBLIC ASSISTANCE  
COMMAND CENTER (OBE-PACC) 2021**

TO : Assistant Schools Division Superintendent  
Chief, CID & SGOD  
Education Program Supervisors  
Public Schools District Supervisors  
Public and Private Elementary and Secondary Schools  
All Others Concerned

1. Pursuant to Department of Education (DepEd) Memorandum No. 058, s. 2021 titled **2021 Oplan Balik Eskwela** which has the theme: **OBE: Bayanihan Para sa Ligtas Balik Eskwela** from September 6 to September 17, 2021, this division is constituting the Oplan Balik Eskwela Public Assistance Command Center (OBE-PACC).

2. The following is the composition of the team:

Chair: Susan S. Collano  
Assistant Schools Division Superintendent  
Officer-In-Charge  
Office of the Schools Division Superintendent  
Co-Chair: Ma. Luisa T. Dela Rosa  
Assistant Schools Division Superintendent  
Vice-Chair : Anjo G. Tugay, Senior Education Program Specialist  
Designated Division Information Officer  
Members: Atty. Chilzia T. Rojas, Legal Officer-Designate  
Eva S. Tolentino, Administrative Officer V  
Gina O. Pantino, Education Program Supervisor (CID)  
Sarah Chiong, SEPS (SGOD)  
Rey C. Bonayon, Planning Officer

3. The OBE is part of the Department's effort to ensure that learners are properly enrolled. It aims to address problems, queries and other concerns commonly encountered by the public at the start of the school year.

4. The OBE-PACC shall ensure that the following are available to the public for the duration of OBE:

- (1) Hotlines;
- (2) Emails:





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- (3) Text messaging service;
  - (4) Social media (facebook); and
  - (5) Letters and endorsements
5. The OBE-PACC shall serve as an information and complaints processing and routing mechanism. As such, if the problem, issue, concern is for a specific office such as OSDS, CID, SGOD, such shall be routed to the concerned office through the member/s coming from the same office. It shall perform the following functions:
- (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; and
  - (4) Monitor, document, and submit reports on all issues and concerns received by the OBE-PACC, including the action taken. Reporting shall be on a daily basis one at 11:00 a.m and another at 3:00 p.m.
6. All schools shall form their OBE-PACC in accordance with the composition set in DepEd Memorandum No. 58, s. 2021.
7. The terms of references as enclosure to the same Memorandum shall be used as operational guides for all the members.
8. Widest dissemination of and compliance to this Memorandum is directed.

**SUSAN S. COLLANO**  
Assistant Schools Division Superintendent  
Officer-In-Charge  
Office of the Schools Division Superintendent

Reference:

DepEd Memorandum No. 058, s. 2021

Filename: OBE/sds/August122021





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