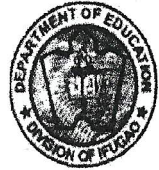




Republic of the Philippines
Department of Education
Cordillera Administrative Region
SCHOOLS DIVISION OFFICE
Lagawe, Ifugao



Division Memorandum

No. 89 s. 2016

To: CID and SGOD Divisions
Elementary and Secondary School Principals
Head Teachers and Teachers-in-Charge
This Division

From: SALLY B. ULLALIM, CESO V
Schools Division Superintendent

Date: May 9, 2016

Subject: 2016 Oplan Balik Eskwela (OBE)

The Department of Education shall activate the Oplan Balik Eskwela (OBE) and the Public Assistance Station for School Year 2016-2017 from May 28 to June 18, 2016.

The OBE and PAS primarily aim to 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.

Local Oplan Balik Eskwela Information and Action Center (OBEIAC) of SDO Ifugao shall be composed of the following:

	Name	Position	Contact No.
Chairperson	Geraldine B. Gawi	OIC -ASDS	09169376902
Members	Jacky C. Lunag	Chief - SGOD	09152572511
	Marciana Aydinan	Chief - CID	09273774511
	Nelson Lopez	Legal	09351548178
	Samuel T. Tayaban	Planning and Research Section	09276070914
	Novelyn Ag-agiw	SocMob	09168212137
	Sherwin Luglug		
	Elveys Binwag		09168799701

The local OBEIAC shall oversee implementation of the project and address local concerns. It shall set-up hotlines to receive calls, text 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 DepEd Central Office every 11 AM and 5 PM.

Attached is the terms of reference for the OBEIAC.

Immediate dissemination of this memorandum is desired.

(Enclosure to DepEd Memorandum No. 68, s. 2016)

**2016 DepED Oplan Balik Eskwela Information and Action Center
May 28 to June 18, 2016
6 AM – 6 PM**

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 and evaluation.

B. PUBLIC ASSISTANCE AND HOTLINE

1. To attend to callers with queries, complaints, problems, requests, 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 Response Team.
4. To submit the required daily morning and afternoon reports to the Monitoring Unit for consolidation and evaluation.

C. QUICK RESPONSE TEAM

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 data 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 Information and Action Center (OBE-IAC).

F. MEDIA RELATIONS

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