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Republic of the Philippines  
Department of Education  
REGION XI  
SCHOOLS DIVISION OF PANABO CITY

Office of the Schools Division Superintendent

**DIVISION MEMORANDUM**

SGOD-2025-0250

To : Assistant Schools Division Superintendent  
Chief of the Schools Governance and Operations Division  
Chief of the Curriculum Implementation Division  
Public Elementary and Secondary School Heads  
All Concerned

Subject: **DIVISION ORIENTATION ON OPLAN BALIK ESKWELA - PUBLIC ASSISTANCE COMMAND CENTER**

Date: June 9, 2025

Attached is DepEd Memorandum No. 045, s. 2025 re: 2025 National Oplan Balik Eskwela (OBE), contents of which are self-explanatory.

For client assistance during the OBE, a Public Assistance Command Center (PACC) Committee shall be established composed of the following, to wit:

ROLE	NAME	POSITION
Chairperson	Jinky B. Firman PhD, CESO VI	SDS
Co-Chairperson	Basilio P. Mana-ay Jr., CESO VI	ASDS
Vice-Chairperson	Neo Carlo R. Magno	AO IV
Members	Atty. Annalene D. Villanueva	LO III
	Armando O. Aguilon Jr.	DIO

**A Division Orientation on School Level PACC** shall be conducted on **June 10, 2025 (2pm)** via MS Teams for the OBE ticketing system procedures. All School Heads and School Non-Teaching Personnel are required to attend the said virtual orientation.

For questions and clarifications, we will be glad to assist you through our Division PACC. Attention: Neo Carlo R. Magno, AO IV, at [neocarlo.magno@deped.gov.ph](mailto:neocarlo.magno@deped.gov.ph).

For your guidance and compliance.

  
**JINKY B. FIRMAN PhD, CESO VI**  
Schools Division Superintendent

Encl: As stated  
SGOD/aba/kdgj

RELEASED

Address: City Hall Compound, Km 31, JP Laurel,  
Panabo City, Davao del Norte  
Telephone No: (084) 823-1469, (084) 628-4066  
Email: [panabocity.division@deped.gov.ph](mailto:panabocity.division@deped.gov.ph)  
Website: [www.depedpanabocity.com](http://www.depedpanabocity.com)





Republic of the Philippines  
Department of Education

MAY 22 2025

DepEd MEMORANDUM  
No. 045, s. 2025

**2025 NATIONAL OPLAN BALIK ESKWELA**

To: Undersecretaries  
Assistant Secretaries  
Minister, Basic, Higher, and Technical Education, BARMM  
Bureau and Service Directors  
Regional Directors  
Schools Division Superintendents  
Public and Private Elementary and Secondary School Heads  
All Others Concerned

1. Consistent with DepEd Order (DO) No. 012, s. 2025 titled Multi-Year Implementing Guidelines on the School Calendar and Activities, the Department of Education (DepEd) shall conduct the **2025 National Oplan Balik Eskwela** (OBE) to engage agencies, organizations, and other stakeholders in preparation for the opening of the school year (SY). For SY 2025–2026, the OBE shall run from June 9 to 20, 2025.
2. The OBE is part of the Department's effort to ensure that learners from public and private schools are properly enrolled. It aims to address problems, queries, and other concerns commonly encountered by the public at the start of the SY.
3. The OBE 2025 has the following components:

- a. **Convergence.** Members of the OBE Inter-Agency Task Force (IATF) shall focus on their respective preparations and initiatives for SY 2025–2026. The member agencies will perform a critical role by providing guidelines on health and safety, peace and order, and transportation, among others, when the SY opens. These agencies include:
  - i. Department of Energy (DOE);
  - ii. Department of the Interior and Local Government (DILG);
  - iii. Department of Health (DOH);
  - iv. Department of Public Works and Highways (DPWH);
  - v. Department of Social Welfare and Development (DSWD);
  - vi. Department of Trade and Industry (DTI);
  - vii. Department of Transportation (DOTr);
  - viii. Department of Information and Communications Technology (DICT);
  - ix. Manila Electric Company (MERALCO);
  - x. Metropolitan Waterworks and Sewerage System (MWSS);
  - xi. Metropolitan Manila Development Authority (MMDA);

- xii. Philippine Atmospheric, Geophysical, and Astronomical Services Administration (PAGASA);
- xiii. Philippine National Police (PNP);
- xiv. National Disaster Risk Reduction and Management Council (NDRRMC);
- xv. National Telecommunications Commission (NTC); and
- xvi. Presidential Communications Office (PCO).

b. **Command Conference.** The OBE Command Conference shall be held among DepEd officials, partner agencies from the public and private sectors, and other stakeholders to update the public on the preparations for the opening of classes and provide information on enrollment and other school matters.

c. **Communication.** The Department shall provide the public with important information through press releases, media interviews, website postings, updates on the official Facebook, X, and Instagram accounts, and other available media.

d. **Client Assistance.** An OBE Public Assistance Command Center (PACC), formerly known as the DepEd Information and Action Center, shall be set up at the Central Office (CO), regional offices (ROs), and schools division offices (SDOs) through its Public Affairs Unit (PAU).

i. **Functions of the OBE-PACC**

The OBE-PACC shall serve as an information and complaints processing and routing mechanism. 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.

ii. **Services of the OBE-PACC**

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

- (1) hotlines;
- (2) emails (e.g., Hotline 8888, CSC, PCC, PMS, FOI, ARTA, and [depedactioncenter@deped.gov.ph](mailto:depedactioncenter@deped.gov.ph));
- (3) Short Messaging Services (e.g., Smart and Globe);
- (4) social media (Facebook);

### iii. Composition of OBE-PACC at the Central Office

The OBE implementation shall be under the general supervision of the **Undersecretary and Chief of Staff** and the **Undersecretary for Operations** as co-chairpersons, and the **Assistant Secretary for Operations** and the **Assistant Secretary for Public Affairs and External Partnerships (PH Private Partners)** as vice chairs of the 2025 OBE. This will be in coordination with all offices in the Central Office.

### iv. Composition of OBE-PACC at the region, division, and school levels

#### (1) Regional Office

Chair	:	Regional Director
Co-Chair	:	Assistant Regional Director
Vice Chair	:	Regional Information Officer/ Regional Public Assistance Coordinator
		Public Affairs Unit
Members		Legal Unit Administrative Division Curriculum and Learning Management Division *(Other relevant offices may be included)

#### (2) Schools Division Office

Chair	:	Schools Division Superintendent
Co-Chair	:	Assistant Schools Division Superintendent
Vice Chair	:	Designated Division Public Assistance Coordinator
		Legal Section <b>or</b> its equivalent Administrative Section <b>or</b> its equivalent Curriculum Implementation Division *(Other relevant offices may be included)
Members		

#### (3) School Level

Chair	:	School Head <b>or</b> Assistant Principal
Members	:	School non-teaching personnel

4. The conduct of the OBE shall adhere to existing relevant policies of DepEd in conducting activity inside the school premises.

5. In the conduct of their duties as OBE Chair, no teachers shall be subjected to administrative work as stipulated in DepEd Order No. 002, s. 2024 titled Immediate Removal of Administrative Tasks of Public School Teachers.

6. The Terms of Reference (TOR) for the different Committees are enclosed.

7. All expenses incurred related to the conduct of the OBE shall be charged to Education Information and Communication Services (EICS) Funds for the Central Office, and local funds for regional and schools division offices, subject to the usual accounting and auditing rules and regulations.

8. All DepEd personnel are enjoined to support this activity to ensure the smooth opening of classes.

9. For more information, please contact:

**The Office of the Secretary-Public Affairs Service**  
Department of Education Central Office  
DepEd Complex, Meralco Avenue, Pasig City  
Telephone Number: (02) 8638-1942  
Mobile Phone Numbers: 0919-456-0027 and 0995-921-8461  
Email Addresses: [depedactioncenter@deped.gov.ph](mailto:depedactioncenter@deped.gov.ph)  
[pas.cd@deped.gov.ph](mailto:pas.cd@deped.gov.ph)  
[pas.od@deped.gov.ph](mailto:pas.od@deped.gov.ph)

10. Immediate dissemination of this Memorandum is desired.

By Authority of the Secretary:

*Leila A. D.*  
**ATTY. FATIMA LIPP/D. PANONTONGAN**  
Undersecretary and Chief of Staff

Encl.:

As stated

References:

DepEd Order No. 12, s. 2025  
DepEd Memorandum No. 035, s. 2024



To be indicated in the Perpetual Index  
under the following subjects:

ADMISSION  
BUREAUS AND OFFICES  
CAMPAIGN  
COMMITTEES  
LEARNERS  
OFFICIALS  
PROJECTS  
SCHOOLS

MPC, DM 2025 National *Oplan Balik Eskwela*



(Enclosure to DepEd Memorandum No 345 s. 2025)

## 2025 DEPED OPLAN BALIK ESKWELA PUBLIC ASSISTANCE COMMAND CENTER

### TERMS OF REFERENCE

#### 1. Teleresponders

- 1.1. Attend to callers with queries, complaints, problems, or requests concerning school opening and other education matters;
- 1.2. Provide immediate appropriate actions/solutions for issues/concerns received from callers;
- 1.3. Refer complaints/cases that need immediate investigation to the Legal Team if necessary; and
- 1.4. Submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation.

#### 2. Emails, Short Messaging Service (SMS), and Social Media (Facebook)

- 2.1. Reply/respond to messages received and print the messages, if necessary;
- 2.2. Refer complaints/cases that need immediate investigation to the Legal Team, if necessary; and
- 2.3. Submit the required daily monitoring and afternoon reports to the Secretariat for consolidation and evaluation.

#### 3. Secretariat and Monitoring

- 3.1. Oversee and supervise the daily operations of the activity;
- 3.2. Prepare the daily reports for the Secretary's information based on the submitted reports of the teams;
- 3.3. Make print and video documentation;
- 3.4. Gather and consolidate data from the different committees and generate daily reports;
- 3.5. Document and finalize the 2025 *Oplan Balik Eskwela* Terminal Report;
- 3.6. Provide the technical needs of the team; and
- 3.7. Assist all teams, if necessary.

#### 4. Media Relations

- 4.1. Set and coordinate schedules for press conferences;
- 4.2. Prepare media advisories, invites, and briefers of the activity for the Executive Committee and stakeholders;
- 4.3. Facilitate the press conference and assist the media partners;
- 4.4. Attend to media requests for data and interviews; and
- 4.5. Coordinate with the partners and stakeholders.

#### 5. Logistics and Support

The Logistics and Support Team shall be composed of the following sub-committees:

- 5.1. **Finance**  
Handle OBE financial requirements.
- 5.2. **Food**  
Take charge of the food to be served during the conduct of OBE and all OBE activities.
- 5.3. **Physical Arrangement/Setup, Security, Sound System, and Transportation**
  - 5.3.1. Set up the OBE Command Center at the DepEd Central Office, Pasig City, and/or Techzone, Makati City, following the floor plan;
  - 5.3.2. Maintain the cleanliness and orderliness of the OBE Command Center; and
  - 5.3.3. Ensure peace and order during the OBE.
- 5.4. **Registration and Attendance**
  - 5.4.1. Record all guests and participants in OBE; and
  - 5.4.2. Take daily attendance of committee members.
- 5.5. **Supplies and Equipment**  
Provide the materials and equipment needed for OBE.