Republic of the Philippines
Department of Education
REGION I
SCHOOLS DIVISION OF DAGUPAN CITY

DepEd SDO Dagupan City
RECORDS OFFICE
RECEIVED
JUN 02 2025
By: Time: 11:20

Office of the Schools Division Superintendent

June 2, 2025

Division Memorandum
No. 246, s. 2025

DIVISION OPLAN BALIK ESKWELA PUBLIC ASSISTANCE COMMAND CENTER (OBE-PACC) AND MONITORING TEAM

To: Assistant Schools Division Superintendent
Chief Education Supervisors – CID and SGOD
Education Program Supervisors
Public and Private Schools District Supervisors
Public and Private School Heads
Oplan Balik Eskwela Coordinators
All Others Concerned

1. In line with the conduct of the 2025 Oplan Balik Eskwela (OBE), which aims to ensure that learners from public and private schools are properly enrolled and address problems, queries, and other concerns encountered during the start of the school year. For SY 2025-2026, the OBE shall run from June 9-20, 2025.
2. The OBE-PACC shall serve as information and complaints processing and routing mechanism.
3. Ensure that the OBE hotline numbers, email, short message number (SMS) and social media are available and disseminated to the public

   FB Page; @ depeddagupan
   Email: dagupan.city@deped.gov.ph
   pac@depeddagupan.com
   cp Nos. **09173010097** or **09151325313**
4. To coordinate all OBE activities, the following officials are hereby designated as SDO Dagupan Oplan Balik Eskwela 2025 Committee:

   Chair: **Dr. Rowena C. Banzon, CESO V**
   Schools Division Superintendent
   Co-Chair: **Anna Liza M. Chan, CESE**
   Assistant Schools Division Superintendent
   Vice Chair: **Reynante B. Infante and Dr. Haydee C. Maiquez**
   Division Public Assistance Coordinators

Republic of the Philippines
Department of Education
REGION I
SCHOOLS DIVISION OF DAGUPAN CITY

Office of the Schools Division Superintendent

Members:

Dr. Edilberto R.Abalos – Chief ES – SGOD
Madam Maria Linda R. Ventenilla – Chief ES - CID
Atty. Jose C. Oviedo – Legal Officer
JD Myrel Angelic N. Lopez , Administrative Officer V
Dr. Vladimir C. Parayno, Senior Education Program Specialist
Dr. Harking C. Reyes, Accountant III
Jennette A. Sison, Budget Officer
Joann L. Jimenez, Planning Officer

5. Schools are hereby instructed to comply with Oplan Balik Eskwela measures such as
   - Submission of School OBE Committee to the SGOD Unit on or before June 6, 2025
     Chair : (School Head)
     Vice Chair: (School Information Officer)
     Members: (School Admin and Other Staff)
   - Installation of School Public Assistance and Action Center (desk) in the most accessible area.
   - Release of Publication Materials such as tarpaulin, posters and others
   - Activation of School OBE Services
     Hotlines SMS, Social Media, Walk-in Clients
6. Reporting of issues and concerns, including action taken, received within the day shall be through the OBE- Ticketing System.
7. On July 20, 2025, Schools shall submit Summary of OBE Reports

Date	Name of Client	Contact Details	Name of Concern	Details	Action Taken

8. Please contact Dr. Haydee C. Maiquez or Mr. Reynante B. Infante for inquiries and clarifications.
9. Attached herewith are the following:
   - Enclosure 1- List of Schools Division Office OBE-PACC Composition and Division Monitoring Team
   - Enclosure 2 – Monitoring Tool
   - Enclosure 3 – Deped Memorandum No. 045, s. 2025
10. For the information and compliance.

ROWENA C. BANZON EdD, CESO V
Schools Division Superintendent

Address: Burgos St., Poblacion Oeste,Dagupan City
Telephone: (075) 653-4101
Website: depeddagupan.com
email:dagupan.city@deped.gov.ph

Office of the Schools Division Superintendent

Enclosure I **OPLAN BALIK ESKWELA 2025**

Division Oplan Balik Eskwela Public Assistance Command Center Division Training Center	
June 9, 2025	**June 16, 2025**
Dr. Gemma Erfelo Dr. Jane C. Cajayon Reynante Infante Irish Dianne Solis Jan Vincent Galvez Jozzana Basto	Dr. Liberty Roxas Dr. Liezl Cancino Dr. Perpetua Barongan Dr. Edwin Ferrer Glenn Erickson Basto Robet Bruce Dela Cruz
June 10, 2025	**June 17, 2025**
Dr. Leonarda Manansala Dr. Jaime Siapno Lemuel Dino Visperas Christian Espiritu Chelsea Paras Myla Vergonia	Dr. Cherry Cayabyab Dr. Isabelita Daroya Gilliane Jessa Casaclang Freddie Soriano Marina Festejo Ariane Ollado
June 11, 2025	**June 18, 2025**
Dr. Renata Rovillos Dr. Alicia Quimboy Engr. Tatum Grace Manzano Isagani Rosario Noreen Vidal Mark Lambert Bato	Dr. Agnes Royulada Dr. Vladimir Parayno Joann Jimenez Teodoro Manaois Gim Calulut Edwin Juliano
June 12, 2025	**June 19, 2025**
Holiday	Dr. Alfred Gonzales Dr. Markconi Taroma Dr. Rowena Lapaan Elvira Villamor Perpetua Flores Janelle de Guzman
June 13, 2025	**June 20, 2015**
Dr. Ronie Bonao Dr. Cristina Aquino Harking Reyes Dr. Edgar Timbol Paul Rovillos Henry Refuerzo	Dr. Sheryl Villacorta Dr. Ma. Socorro Dimalanta Dr. Victoria Antonio Jennette Sison Dr. Haydee Maiquez Jellie Solis

Republic of the Philippines

Department of Education

REGION I

SCHOOLS DIVISION OF DAGUPAN CITY

Office of the Schools Division Superintendent

OPLAN BALIK ESKWELA 2025

MONITORING TEAM

Division Lead Group:	
ROWENA C. BANZON CESO V, SDS	ANNA LIZA M. CHAN, ASDS
MARIA LINDA R. VENTENILLA, CID CES	EDILBERTO R. ABALOS, SGOD CES
DISTRICT 1 Juan L. Siapno ES Lucao ES Malued ES and Special Science ES West Central ES I West Central ES II	Jaime C. Siapno Joann L. Jimenez Ted Manaois
DISTRICT 2 East Central IS (Elementary) Bacayao Sur ES Pascuala G. Villamil ES Pogo-Lasip ES Lasip Grande ES	Perpetua V. Barongan Haydee C. Maiquez Jozanna Basto
DISTRICT 3 Mangin-Tebeng ES Tambac ES Tebeng ES Caranglaan ES	Alicia B. Quimboy Isagani D. Rosario Jeaneline Trigue
DISTRICT 4 Bliss ES Bonuan Boquig ES Leon-Francisco Maramba ES Federico N. Ceralde IS (Elementary)	Liezl S. Cancino Rowena O. Lapaan Glenn Basto
DISTRICT 5 Sabangan ES Gregorio Del Pilar ES North Central ES	Leonarda J. Manansala Vladimir C. Parayno Paul Rovillos
DISTRICT 6 Mamalingling ES Bolosan ES Salisay ES Victoria Q. Zarate ES	Isabelita N. Daroya Edgar T. Timbol Reynante B. infante
DISTRICT 7 Lomboy ES Suit ES Pugaro IS (Elementary) Pantal ES Salapingao ES	Jane T. Cajayon Chelsea Paras Marina Festejo

Address: Burgos St., Poblacion Oeste,Dagupan City
Telephone: (075) 653-4101
Website: depeddagupan.com
email:dagupan.city@deped.gov.ph

Office of the Schools Division Superintendent

DISTRICT 8 Juan P. Guadiz ES T. Ayson Rosario ES Calmay ES Carael ES	 Cristina C. Aquino Perpetua Flores Christian Espiritu
DISTRICT 9 Bonuan Boquig NHS (JHS) Dagupan City NHS (JHS) Carael NHS (JHS) Salapingao NHS (JHS) Judge Jose DVSTVSS (JHS) East Central IS (JHS) Federico N. Ceralde IS (JHS) Pugaro IS (JHS)	 Edwin R. Ferrer Irish Solis Tatum Grace Manzano Freddie Soriano
DISTRICT 10 Bonuan Boquig NHS (SHS) Dagupan City NHS (SHS) Carael NHS (SHS) Salapingao NHS (SHS) Judge Jose DVSTVSS (SHS) East Central IS (SHS) Federico N. Ceralde IS (SHS) Pugaro IS (SHS)	 Edwin R. Ferrer Gilliane Casaclang Elvira Villamor Noreen Vidal

Republic of the Philippines
Department of Education
REGION I
SCHOOLS DIVISION OF DAGUPAN CITY

Office of the Schools Division Superintendent

MONITORING TOOL FOR OPLAN BALIK ESKWELA 2025

Name of School _____ **District** _____

School Head_____

	Evident	Not evident	Remarks
I. FRONTLINE SERVICES			
1. School Advocacy Campaign Information dissemination strategies (print radio, on line)			
2. Participation of Stakeholders Consultative Meeting/ Dialogue with Barangay Council, PTA, SELG/SSLG and other organization			
3. Family Mapping, Home Visits / Street Visits			
4. Installation of School Public Assistance and Action Center (desk)			
5. Planning and Implementation of Oplan Balik Eskwela a. Consultative Meeting b. Committee for OBE c. School OBE Services d. Registration Forms			
6. Registration Centers are functional or attended **ELEMENTARY** ➢ RC for Kindergarten ➢ RC for grades I to 6 ➢ RC for OSC in grades 2 to 3 ➢ RC for OSC in grades 4 to 6 ➢ Rc for Children with Disability ➢ RC for ALS **SECONDARY**			

Address: Burgos St., Poblacion Oeste,Dagupan City
Telephone: (075) 653-4101
Website: depeddagupan.com
email:dagupan.city@deped.gov.ph

SDO DAGUPAN CITY

	➢ RC for grades 7 to 10 ➢ RC for grades 11 to 12 ➢ RC for OSY in grades 7 to 8 ➢ RC for OSY in grades 9 to 10 ➢ RC for ALS			

II. GAPS, CONCERNS AND ISSUES, RECOMMENDATIONS AND SOLUTIONS
(Problems gathered during the conduct of the activity and the recommendations and solutions made)

GAPS, CONCERNS, ISSUES AND OTHER OBSERVATIONS	RECOMMENDATIONS/ SOLUTIONS

_____
Monitoring Official

Date Accomplished _____

_____
School Principal/Head

SDO DAGUPAN CITY

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);
(3) Short Messaging Services (e.g., Smart and Globe);
(4) social media (Facebook);

SDO DAGUPAN CITY

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
Members		Legal Section **or** its equivalent Administrative Section **or** its equivalent Curriculum Implementation Division *(Other relevant offices may be included)

(3) **School Level**

Chair	:	School Head **or** 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.

SDO LAGUNA CITY

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) 8633-1942
Mobile Phone Numbers: 0919-456-0027 and 0995-921-8461
Email Addresses: depedactioncenter@deped.gov.ph
pas.cd@deped.gov.ph
pas.od@deped.gov.ph

10. Immediate dissemination of this Memorandum is desired.

By Authority of the Secretary:

ATTY. FATIMA LIPPI 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

SDO DAGUPAN CITY

(Enclosure to DepEd Memorandum No. 045 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:

SDO DAGUPAN CITY

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.

SDO DAGUPAN CITY