



Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION



June 5, 2025

REGIONAL MEMORANDUM

No. 493, S. 2025

To: Schools Division Superintendents
Functional Division Chiefs
Unit/Section Heads
All other Concerned

**OPLAN BALIK ESKWELA – PUBLIC ASSISTANCE COMMAND CENTER
(OBE-PACC)**

1. The establishment of OBE-PACC in the Central Office, Regional and Division offices as mandated to address problems, queries, and other concerns commonly encountered by the public at the start of the school year.
2. The Regional 2025 OBE-PACC is hereby constituted and composed of the following:

| | | |
|-------------|---|---|
| Chair | : | Jocelyn DR Andaya Regional Director, NCR concurrent Officer-in-Charge, Office of the Assistant Secretary for Operations |
| Co-Chair | : | Joel T. Torrecampo Schools Division Superintendent, Pasay City & Officer-in-Charge, Office of the Assistant Regional Director, DepEd-NCR |
| Vice Chairs | : | Richard D. Vidal EPS II – OIC PAU (DIO) Al-nemery M. Gangco Project Development Officer II (RPAC) |
| Members | : | Atty. Annaliza G. Esperanza Attorney IV Atty. Maria Hannah D. Perez Attorney III Atty. Joylyn P. Dulnuan Chief Administrative Officer Micah G. Pacheco EPS, OIC – CLMD |



Republic of the Philippines
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Jingle A. Lim
EPS, FTAD

Lydia L. Martin
EPS, QAD

Herbert D. Vertucio
EPS, PPRD

3. Schools Division Offices are advised to create their OBE-PACC in accordance with existing guidelines.
4. The designated Division Public Assistance Coordinator (DPAC) Shall encode issues/ concerns received in the OBE Ticketing System.
5. Regional Office OBE Hotlines:

| | | |
|---------------------------------|---|--|
| Office of the Regional Director | - | 8522-94-12 |
| Quality Assurance Division | - | 8522-92-47 |
| Administrative Division | - | 8522-91-19 |
| Records Section | - | 8522-92-06 |
| Public Affairs Unit | - | 8522-93-72 |
| PAU Mobile | - | 0916-563-8491 |
| Email address | - | pau.ncr@deped.gov.ph |
| Website | - | www.depedncr.com.ph |
| FB Page | - | DepEd Tayo – NCR |

6. Immediate dissemination and compliance of this Memorandum is desired.


JOCELYN DR. ANDAYA

Regional Director, NCR
concurrent Officer-in-Charge, Office of the
Assistant Secretary for Operations

Encl: DepEd Memorandum No. 45, s. 2025

ORD/PAU



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);

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.

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 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



(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:

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.