



Republic of the Philippines
Department of Education
REGION II – CAGAYAN VALLEY
SCHOOLS DIVISION OF NUEVA VIZCAYA

September 3, 2021

DIVISION MEMORANDUM

No. **335**, s. 2021

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

TO: OIC-Assistant Schools Division Superintendent
Curriculum Implementation Division Chief
School Governance and Operations Division Chief
Education Program Supervisors
Public Schools District Supervisors/DICs
School Heads

1. Oplan Balik Eskwela is the DepEd annual initiative to engage agencies, organizations, and other stakeholders in preparation for the opening of the school year. This year's theme is **OBE 2021: Bayanihan Para sa Ligtas na Balik Eskwela** and shall start on September 6, 2021 to September 17, 2021.
2. In this regard, schools are hereby directed to organize their school OBE-PACC which shall compose of the following personnel:

Chair : Principal or Assistant Principal or Head Teacher/TIC
Vice-Chair: School Information Coordinator (SIC)
Members: School Admin and Other Staff
3. The OBE-PACC shall endeavor to ensure that learners are properly enrolled. It shall also aim to address problems, queries and other concerns commonly encountered by the public at the start of the school year.
4. The OBE-PACC shall serve as an information and complaints processing and routing mechanism and shall perform the following functions:
 - a. Receive, process, and respond to simple queries, information, requests, and complaints from the general public, including those forwarded by other DepEd offices;

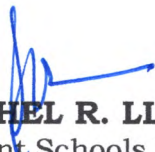


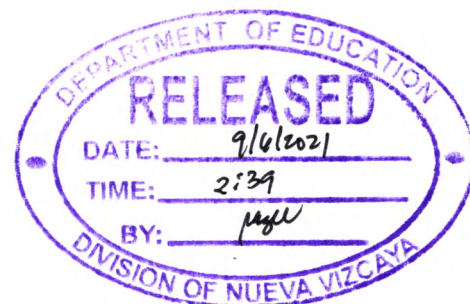
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- b. Assist in the dissemination and clarification of DepEd policies, programs, projects and processes particularly those relevant to the opening of classes;
 - c. Correctly identify and coordinate with the concerned DepEd offices on complex concerns that will require the specific offices' appropriate action; and
 - d. Monitor, document and submit reports on all issues and concerns received by the OBE-PACC, including the action taken, to the division OBE-PACC chaired by the Schools Division Superintendent.
5. The following channels and platforms may be used to facilitate the activities of the OBE-PACC:
 - a. Hotlines
 - b. Emails
 - c. Text messaging service (Smart and Globe)
 - d. Social Media (Facebook)
 - e. Letters and Indorsements
 - f. Walk-in (Observe IATF protocols such as social distancing and wearing of masks. Mark entrances and exits.)
 6. The School Governance and Operations Division (SGOD) and the Curriculum Implementation Division (CID) shall collaboratively monitor the implementation and operation of OBE-PACC in the schools.
 7. Travel expenses of the monitoring personnel shall be charged to the Division MOOE subject to the set auditing and accounting rules and regulations.
 8. For the guidance and information of all concern.


RACHEL R. LLANA PhD, CESO VI
 Assistant Schools Division Superintendent
 Officer In-Charge
 Office of the Schools Division Superintendent



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