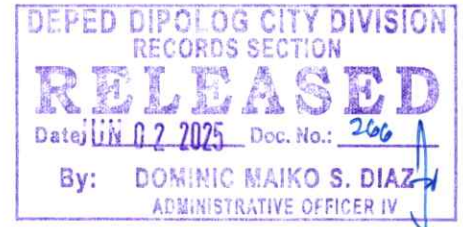




Republic of the Philippines
Department of Education
REGION IX – ZAMBOANGA PENINSULA
SCHOOLS DIVISION OF DIPOLOG CITY



02 June 2025

DIVISION MEMORANDUM
No. 246, s. 2025

IMPLEMENTATION OF THE 2025 NATIONAL OPLAN BALIK ESKWELA

To: **Assistant Schools Division Superintendent**
Chiefs, CID and SGOD
All SGOD and CID Personnel
All Elementary and Secondary School Heads
All Others Concerned

1. In line with the Department of Education's commitment to ensuring a smooth and well-organized transition into the new school year, the **2025 National Oplan Balik Eskwela (OBE)** will be implemented nationwide from **June 9 to June 20, 2025**. This program aims to address enrollment concerns, ensure school preparedness, and resolve other issues related to the opening of classes.
2. To support this initiative, **all school heads are directed to establish an OBE Help Desk** and set up communication channels to assist learners and parents effectively.
3. In addition, school heads will assist the divisions using the designated shared account in uploading all related concerns in the **OBE ticketing system**, an open-source system to records issues and concerns for Oplan Balik Eskwela. **All schools are required to upload reports daily, which will be submitted to the regional office by the focal. A guide is attached for reference.**
4. For any clarifications or concerns, please coordinate with our designated OBE Focal Person, Jesel B. Chiu, EPS II-SMN at 09488585800. For system inquiries, please contact depedactioncenter@deped.gov.ph
5. This memorandum is issued for wide dissemination and strict compliance.

MA. LIZA R. TABILON EdD., CESO V
Schools Division Superintendent

Encl.: DM 45, s.2025

Reference: None

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

SGOD CID OSDS

JBC/20250602-DM-OBE

SGOD-SMN/ June 02, 2025



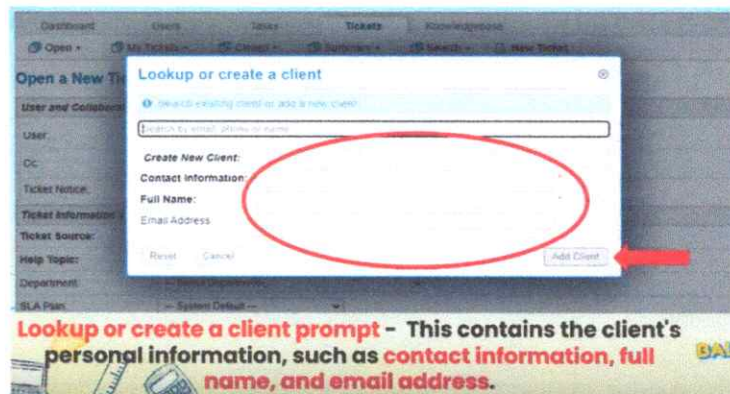
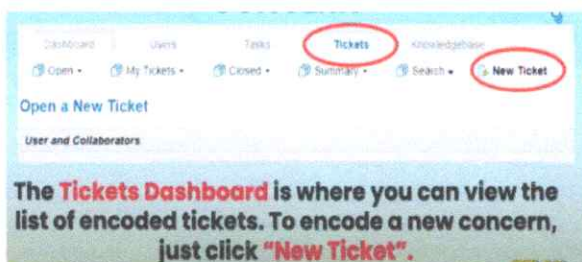
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REGION IX – ZAMBOANGA PENINSULA
SCHOOLS DIVISION OF DIPOLOG CITY

OBE Ticketing Guide:

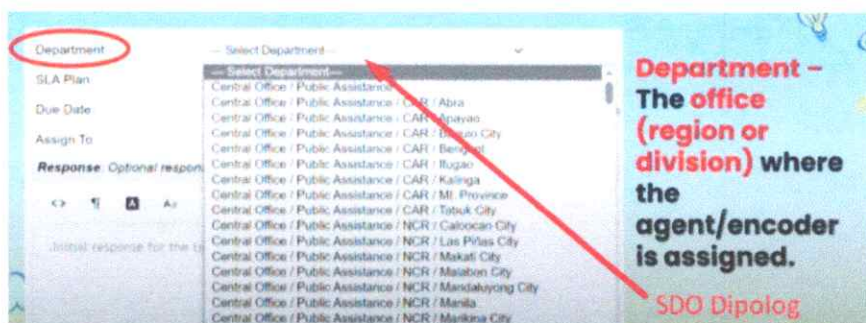
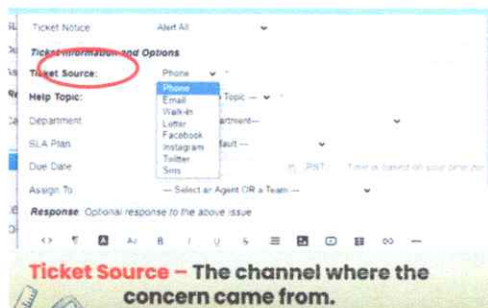
1. Open website (<https://obe.deped.gov.ph/>)
2. Log-in of shared account (username: *jesel.chiu* | password: *OBEDipolog2025*)



3. OBE Ticket Encoding for New Client



4. Ticket Information and Options (*Ensure that 'SDO Dipolog' is selected when entering account data into our dashboard to properly account for entries.*)





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Department of Education
REGION IX – ZAMBOANGA PENINSULA
SCHOOLS DIVISION OF DIPOLOG CITY

5. Ticket Details (Either in English or Tagalog)

Ticket Details
Please Describe Your Issue

Concern Details:

Ticket Details – This is where you describe or explain the client's concern.
Example: Inquiry about the cut-off age for kindergarten.

6. Topic

Topic: — Select —
Sub - Topic: — Select —
Region: — Select —
Division: — Select —
Action Taken: — Select —
Additional Info: — Select —

To be filed out by: PAAC - DO only

Topic – There are 10 topics or categories used to classify each concern. Select the one that most closely applies.
Example: Enrollment Concerns

Sub - Topic: — Select —

Region: — Select —
Division: — Select —
Action Taken: — Select —
Additional Info: — Select —

Sub-Topic – A more specific category under the selected topic that further defines the nature of the concern.
Example: Age Requirement

7. Region and Division of the Client

Topic: Enrollment Concern
Sub - Topic: Age Requirement
Region: — Select —
Division: — Select —
Action Taken: — Select —
Response: Optional response
Canned Response: — Select —

Region – Region of the client

Region: — Select —
Division: — Select —
Action Taken: — Select —
Response: Optional response
Canned Response: — Select —

Division – Division of the client

8. Action Taken (sent a direct reply)

Action Taken — Select —

Additional Info: — Select —

Action Taken – How the agent responded to the given concern.



Republic of the Philippines
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REGION IX – ZAMBOANGA PENINSULA
SCHOOLS DIVISION OF DIPOLOG CITY

9. For Regional Focal Only, *skip please or Not Applicable*

10. Client Type

11. Type of Governance Level

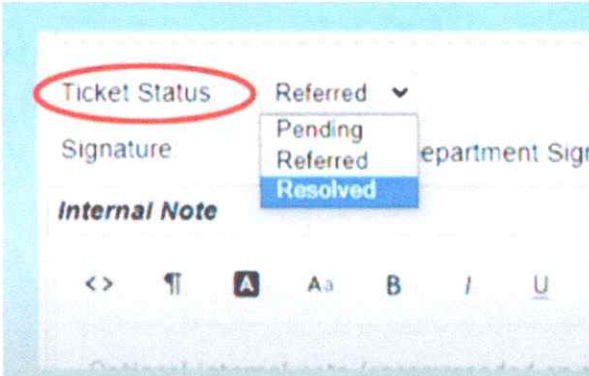
12. Type of Concern



Republic of the Philippines
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SCHOOLS DIVISION OF DIPOLOG CITY

13. Ticket Status (Resolved)


If referred verbally, the matter is considered **resolved** unless it is subsequently *referred through written communication*.



Ticket Status:

- **Pending** – Awaiting clarification/more information
- **Referred** – if referred to other offices
- **Resolved** – Sent direct reply

14. Submission



"Open" button:

- Final process of recording/encoding a concern
- **"Submit" button**



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.