



Republic of the Philippines  
**Department of Education**  
REGION II - CAGAYAN VALLEY  
SCHOOLS DIVISION OF BATANES

18 July 2024

**DIVISION MEMORANDUM**

No. 174, s. 2024

**2024 OPLAN BALIK ESKWELA (OBE) PUBLIC ASSISTANCE COMMAND CENTER**

To: Assistant Schools Division Superintendent  
Chief Education Supervisors  
Elementary and Secondary School Heads  
All Others Concerned

1. To ensure that learners are properly enrolled and to address problems, queries, and other concerns commonly encountered by the public at the start of the school year, this Office shall activate the 2024 Oplan Balik Eskwela Public Assistance Command Center (OBE-PACC) for School Year 2024-2025 from July 22, 2024 to August 2, 2024.
2. The OBE-PACC shall serve as an information and complaints processing and routing mechanisms. It 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;
  - 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 daily reports on all issues and concerns received daily including the action taken to the OBE PACC Central Office.
3. The 2024 OBE-PACC of SDO Batanes composes of the following:



Address: Basco, Batanes, 3900  
Contact No.: 09603974200  
Email Address: [batanes@deped.gov.ph](mailto:batanes@deped.gov.ph)  
Facebook: [facebook.com/deped.batanes](https://facebook.com/deped.batanes)  
Website: <https://batanes.deped.gov.ph>

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**COMPOSITION OF THE 2024 DIVISION OPLAN BALIK ESKWELA PUBLIC ASSISTANCE COMMAND CENTER**

<b>Name</b>	<b>Position</b>	<b>Contact Number</b>
<b>Chair:</b>		
Alfredo B. Gumaru Jr. EdD, CESO V	Schools Division Superintendent	
<b>Co-Chair:</b>		
Dante J. Marcelo PhD, CESO VI	Assistant Schools Division Superintendent	
<b>Vice-Chair:</b>		
Jonas Carlo F. Trillana	Division Public Assistance Coordinator/ OIC-ITO	09074847473
<b>Members:</b>		
Marcial Y. Noguera	Chief, SGOD	09985319739
Violeta B. Gasilao	Chief, CID	09294354227
Virginia A. Vinalay	Administrative Officer V	09207244913
Oliver R. Cariaso	Planning Officer III	09283271050
Arnulfo Anselm C. Hortiz	Education Program Supervisor	09093382026
Jay V. Gonzales	EPS/ Division Information Officer	09397922194
Miah Daphnie B. Buenafe	Senior Education Program Specialist	09088206617
All School Heads		

4. The official contact details of this SDO are as follows:

Smart: 09687467949  
 Globe: 09539704860  
 Facebook: DepEd Batanes  
 Gmail: [batanes@deped.gov.ph](mailto:batanes@deped.gov.ph)

5. The conduct of the OBE shall adhere to existing relevant policies of DepEd in conducting activity inside the school premises.
6. All schools shall come up with their own OBE PACC and HelpDesk who shall address the queries and concerns from their stakeholders.
7. The schools shall also prepare an advocacy material which shall be posted in conspicuous places and in their official facebook accounts containing the following information:
  - a. Name of the school
  - b. School OBE PACC/Members (School nonteaching personnel)
  - c. Contact details of the schools (official school facebook account, email address, and mobile numbers).

8. All schools shall forward the summary of queries to the Division Office through the OIC-ITO/Division PACC every 4:00 p.m. using the enclosed template from July 22, 2024 to August 2, 2024. The submitted report will be encoded by the Division Information Technology Officer to the OBE Online Ticketing System for reporting to the Central Office.
9. For your information, dissemination, and compliance.

**ALFREDO B. GUMARU JR. EdD, CESO V**  
Schools Division Superintendent

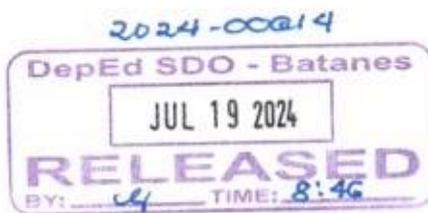
For the SDS

  
**MARCIAL Y. NOGUERA**  
Chief, SGOD

Encl: As stated  
Reference: DM No. 035, s. 2024

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

SGOD/myn/mdbb



OPLAN BALIK ESKWELA DAILY REPORT						
Client Information		Date of Query	Ticket Source <i>(How you received the concern/issue e.g. walk-in, text, email)</i>	Help Topic <i>(Nature of concern)</i>	Concern Details <i>(Describe or explain the concern)</i>	Action Taken <i>(Response to the concern)</i>
Name	Contact Information (mobile number, email address)					

Prepared by:

\_\_\_\_\_ School Head



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