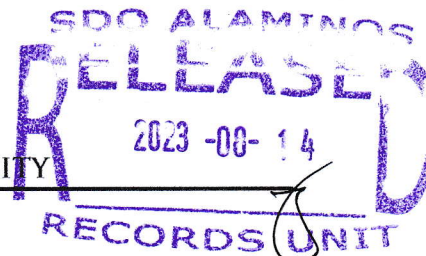




Republic of the Philippines  
**Department of Education**

REGION I  
SCHOOLS DIVISION OFFICE OF ALAMINOS CITY

**Office of the Schools Division Superintendent**



**DIVISION MEMORANDUM**  
**DM-2023-376**

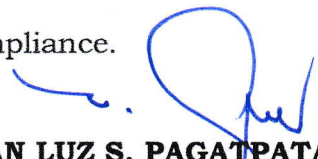
**TO :** Assistant Schools Division Superintendent  
Chief Education Supervisors-CID and SGOD  
All School Heads of public elementary and secondary schools in the  
Division  
All School Information Coordinators

**SUBJECT :** **SCHOOL OPLAN BALIK ESKWELA HELP DESK**

**FROM :** Office of the Schools Division Superintendent

**DATE :** August 10, 2023

1. To facilitate and to respond to simple queries, requests, suggestions, complaints and other concerns regarding the enrolment and the opening of classes, all school heads are enjoined to put up an Oplan Balik Eskwela (OBE) help desk in their respective assigned schools from August 14 to 26, 2023.
2. School heads are advised to assign teachers who will man the OBE help desk to disseminate and to clarify DepEd policies, programs, projects and processes particularly on issues and concerns relevant to the opening of the school year.
3. All School Information Coordinators are instructed to send updates and reports on the questions, requests, suggestions, complaints and other concerns on the opening of classes received by the school from the public. Updates and reports shall be forwarded to Mrs. Diana Marie G. Oiguan, Senior Education Program Specialist of the Human Resource Development with Planning and Research unit (contact no: 09094192520, email address: [dianamarieoiguan@deped.gov.ph](mailto:dianamarieoiguan@deped.gov.ph)), every 10:00 AM and 03:00 PM, for consolidation and reporting to the Regional and Central Offices.
4. Please refer to the attached template to be used for updates and reporting.
5. For your information, guidance and compliance.

  
**VIVIAN LUZ S. PAGATPATAN, CESO VI**  
Assistant Schools Division Superintendent  
Officer-In-Charge  
Schools Division Superintendent

***With hundred reasons to serve!***

**OPLAN BALIK ESKWELA**



REFERENCE NO : \_\_\_\_\_ Date \_\_\_\_\_

NAME \_\_\_\_\_

INQUIRER TYPE \_\_\_\_\_

Region \_\_\_\_\_

Division \_\_\_\_\_

School \_\_\_\_\_

**ISSUES / CONCERN**

**ENROLLMENT CONCERN**

- EBEIS                       Enrollment Process (SHS)                       Transfer concern
- Enrollment Process (K to 10)                       Enrollment Requirement                       LIS/LRN

**Physical Facilities & Furniture / Resources**

- Chairs                       Classroom                       Computers                       School Building
- Textbook/Modules/Learning Materials

**DEPED PROGRAMS**

- Special Education (SPED)                       Alternative Learning Systems (ALS)                       Home Study Program
- GASTPE-ESC                       GASTPE-TSS                       GASTPE-SHS VP

**EXAMINATIONS**

- A & E                       BEEA                       NCAE                       NAT                       PEPT                       PVT
- Principal's Test                       Superintendent's Test

**SHS CONCERNS**

- Accredited School                       Voucher Program Application                       Payment follow up
- Strand/Tracks                       Work Immersion

**SCHOOL POLICY & OPERATION**

- Collection of Fees / Compulsary Contribution                       Fund Raising Activities                       Fieldtrip                       K to 12
- MOOE                       Personnel Complaints                       Principal Complaints                       Private School Concern
- PTA / GPTA                       School Accreditation                       School Activities                       School Breaks
- School Calendar                       School Complain                       School ID                       School Records
- School Rules & Regulation                       School Uniform                       Selling of Modules/Textbooks
- Non-teaching Personnel Hiring                       Teacher Benefits                       Teacher Hiring                       Tuition Fee

**LEGAL ISSUES**

- Change of Personal Records                       Child Protection Policy                       Magna Carta for Teachers
- School Titling                       TRAIN Law

**OTHER MATTERS**

- ARMM                       CAV                       CHED                       Day Care                       DO/DM/DA
- Inquiry on Contact Details                       Old Curriculum Graduate                       Others

**MEDIUM OF COMMUNICATIONS**

- Facebook                       Twitter                      Acct Name \_\_\_\_\_
- Email                      email add : \_\_\_\_\_
- Text (SMS)                      Mobile Number \_\_\_\_\_
- Phone Call                      Contact Details \_\_\_\_\_                       Walk in

**NATURE OF ASSISTANCE**

Complaint

Query

Request

Suggestion

**DETAILS**

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**STATUS**

For Resolution

Referred to CHED

Referred to DO

Referred to RO

Referred to DepEd CO Focal Person

Referred to PAAC

Referred to PEAC

Resolved

**FOR UPDATE (IF NEEDED)**

**STATUS**

For Resolution

Referred to CHED

Referred to DO

Referred to RO

Referred to DepEd CO Focal Person

Referred to PAAC

Referred to PEAC

Resolved

**ACTION TAKEN**

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**Action Officer:**

(Printed Name / Signature)

The collected personal information is utilized solely for documentation and processing purposes, and shall be forwarded to the concerned office/s of the Department for appropriate action and/or response.