

DepEd ICT Unit
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Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION
SCHOOLS DIVISION OFFICE OF CITY OF VALENZUELA

**Office of the Schools Division
Superintendent**

DIVISION MEMORANDUM
No. 0457, s. 2026

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

To: OIC, Assistant Schools Division Superintendent
Chief Education Supervisors – CID & SGOD
Education Program Supervisors & Public Schools District Supervisors
Public Elementary and Secondary School Heads
All Others Concerned

1. For the information and guidance of all concerned, attached is Regional Memorandum No. 413, s. 2026, dated May 26, 2026, from Dr. Jocelyn DR Anyada, Regional Director, and Concurrent Officer-in-Charge of the Office of the Assistant Secretary for Operations, regarding to the Regional 2026 Oplan Balik Eskwela – Public Assistance Command Center (OBE-PACC), the contents thereof are self-explanatory and are provided for appropriate action.

2. Please refer to Division Memorandum No. 0406, s. 2026, dated May 19, 2026, for the SDO Valenzuela Oplan Balik Eskwela – Public Assistance Command Center (OBE-PACC), or scan the QR code below for easy access.



3. Immediate dissemination of this Memorandum is desired.

NOEL D. BAGANO
Schools Division Superintendent



Address: Pio Valenzuela St., Marulas, Valenzuela City
Telephone Nos.: (02) 8293-4507, 8277-4648, 8291-0873, 8277-3439
Email Address: sdovalenzuela@deped.gov.ph
Official Website: <https://www.depedvalenzuela.com>



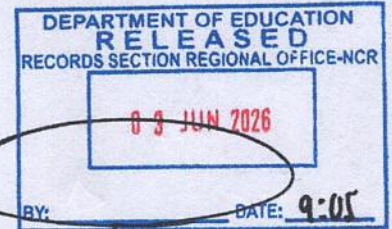
Encl/s: as Stated
Reference/s: as Stated
To be indicated in Perpetual Index
Under the following subject/s:

COMMITTEES
LEARNERS
OFFICIALS
SCHOOLS

CID/DM- OPLAN BALIK ESKWELA – PUBLIC ASSISTANCE COMMAND CENTER (OBE-PACC)
June 4, 2026



Republic of the Philippines
Department of Education
 NATIONAL CAPITAL REGION

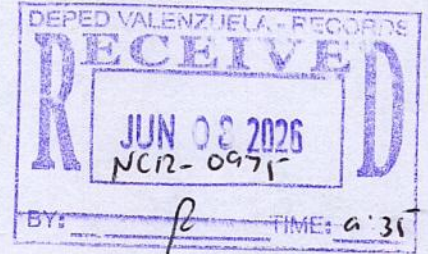


May 26, 2026

REGIONAL MEMORANDUM

No. 413, s. 2026

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



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

- In reference to DepEd Memorandum No. 30, s. 2026, titled *2026 National Oplan Balik Eskwela* and the establishment of OBE-PACC in the Central Office, Regional and Division Offices are mandated to address problems, queries, and other concerns commonly encountered by the public at the start of new school year.
- The Regional 2026 OBE-PACC is hereby constituted and shall be composed of the following:

- | | | |
|-------------|---|---|
| Chair | : | Jocelyn DR Andaya
Regional Director, NCR
concurrent Officer-in-Charge, Office of the Assistant Secretary for Operations |
| Co-Chair | : | Rita E. Riddle, CESO V
Chief Education Supervisor, ESSD
concurrent Officer-in-Charge, Office of the Assistant Regional Director |
| Vice Chairs | : | Richard D. Vidal
Education Program Specialist II
Officer-in-Charge, Public Affairs Unit

Al-Nemery M. Gangco
Project Development Officer II
Public Affairs Unit |
| Members | : | Atty. Annaliza G. Esperanza
Attorney IV
Legal Unit

Atty. Melford A. Lapnawan
Attorney III
Legal Unit |



Address: **6 Misamis Street, Bago Bantay, Quezon City**
 Email Address: ncr@deped.gov.ph
 Website: <http://www.depedncr.com.ph>



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Republic of the Philippines
Department of Education
NATIONAL CAPITAL REGION

Atty. Joylyn P. Dulnuan
Chief Administrative Officer
Administrative Services Division

Micah G. Pacheco
Chief Education Supervisor
Curriculum & Learning Management Division

Herbert D. Vertucio
Education Program Supervisor
OIC-Policy, Planning & Research Division

Lydia L. Martin
Education Program Supervisor
OIC-Quality Assurance Division

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

Office of the Regional Director	:	8522-94-12
Quality Assurance Division	:	8522-92-47
Administrative Services Division	:	8522-91-19
Records Section	:	8522-92-06
Public Affairs Unit	:	8522-93-72
		0916-563-8491

Email Address	:	pau.ncr@deped.gov.ph
Website	:	www.depedncr.com.ph
Facebook Page	:	www.facebook.com/officialDepEdNCR

4. 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

rdv/pau



Address: **6 Misamis Street, Bago Bantay, Quezon City**
Email Address: ncr@deped.gov.ph
Website: <http://www.depedncr.com.ph>



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Republic of the Philippines
Department of Education

MAY 14 2026

DepEd MEMORANDUM
No. **030**, s. 2026

2026 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. Pursuant to DepEd Order (DO) No. 009, s. 2026 entitled Guidelines on the Implementation of the Three-Term School Calendar in Basic Education, **School Year (SY) 2026–2027** shall formally open on Monday, June 8, 2026. In preparation for the opening of classes, the Department of Education (DepEd) shall conduct the **2026 National Oplan Balik Eskwela (OBE)** from **June 1 to 11, 2026** to ensure readiness for the upcoming school year through the engagement of relevant government agencies, organizations, and stakeholders.

2. The OBE is part of the Department's efforts to support learners and stakeholders during the opening of the school year by providing timely information and addressing concerns related to enrollment and school operations. It aims to ensure a smooth and orderly opening of classes while facilitating the proper enrollment of learners in both public and private schools.

3. The OBE 2026 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 2026–2027. The member agencies will perform a critical role by providing guidelines on health and safety, peace and order, and transportation, among others, when the school year 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);

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- 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 preparations for the opening of classes and provide information on enrollment and other school matters.

c. **Communication.** DepEd shall provide the public with relevant information pertaining to the opening of classes through press releases, media interviews, website postings, and updates on its official social media accounts, and other available media, in accordance with DO 007, s. 2026 or the Media Management Guidelines.

d. **Client Assistance.** An OBE Public Assistance Command Center (PACC), formerly known as the Department of Education Information and Action Center (DEIAC), shall be set up at the central, regional, and schools division offices 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) Identify and coordinate with the concerned DepEd offices on complex concerns requiring appropriate action from the concerned offices; and
- (4) Monitor, document, and submit reports on all issues and concerns received by the OBE-PACC, including the action taken. All reports required under this provision shall be submitted to the Public Assistance Action Center (PAAC), which is hereby designated as the central receiving office for issues and concerns, and shall be reviewed by the PAAC.
- (5) Perform such other functions necessary for the effective and efficient implementation of the OBE.

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;

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- (2) Emails (e.g., Hotline 8888, CSC CCB, PACe, FOI, ARTA, and depedactioncenter@deped.gov.ph);
- (3) Short Messaging Services (e.g., Smart and Globe);
- (4) Social media;
- (5) Letters and endorsements; and
- (6) Walk-ins.

The complete list of OBE-PACC Central Office (CO) and Regional Offices' contact details may be accessed through <https://bit.ly/OBEPACC2026CD>.

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** as chairperson, and the **Undersecretary for Operations** and the **Assistant Secretary for Public Affairs and External Partnerships** as co-vice chairs of the 2026 OBE. This will be in coordination with all offices in the Central Office (CO).

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, including the activities undertaken within school premises, shall strictly adhere to the relevant laws, rules and regulations being implemented by DepEd.

5. To ensure full participation of teachers in the conduct of the OBE, they shall not be assigned administrative tasks in accordance with DO 002, s. 2024 entitled Immediate Removal of Administrative Tasks of Public School Teachers.

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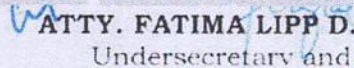
6. The **Terms of Reference for the different Committees** are enclosed.
7. All expenses incurred during the conduct of the OBE shall be charged to the Education Information and Communication Services (EICS) Funds for the Central Office and to local funds for the Regional and Schools Division Offices, subject to the usual accounting, budgeting, and auditing rules and regulations.
8. All DepEd personnel are enjoined to support the conduct of 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
18th Floor, TechZone Building, Malugay/Gil Puyat Street,
Brgy. San Antonio, Makati City
Telephone Number: (02) 8633-1942
Mobile 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 (Nos.: 009, s. 2026 and 002, s. 2024)
DepEd Memorandum No. 045, s. 2025

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

ADMISSION
BUREAUS AND OFFICES
CAMPAIGN
COMMITTEES
LEARNERS
OFFICIALS
PROJECTS
SCHOOLS





**2026 NATIONAL 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 daily reports for the Secretary's information based on submitted team reports;
- 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 2026 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.

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- 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 approved 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 the OBE; and
5.4.2. Take daily attendance of committee members.
- 5.5. **Supplies and Equipment**
Provide the materials and equipment needed for OBE.

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Republic of the Philippines
Department of Education

MAY 14 2026

DepEd MEMORANDUM
No. **030**, s. 2026

2026 NATIONAL OPLAN BALIK ESKWELA

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Assistant Secretaries
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