



Republic of the Philippines
Department of Education
Region III
SCHOOLS DIVISION OF PAMPANGA

July 18, 2024

DIVISION MEMORANDUM

No. 446, s. 2024

**REPORTING OF ISSUES AND CONCERNS RELATIVE TO
OPLAN BALIK ESKWELA (OBE) SY 2024-2025**

To: Assistant Schools Division Superintendents
CID and SGOD Chiefs
Division Unit Heads
Education Program Supervisors
Public Schools District Supervisors
Public Elementary and Secondary School Heads
School Information Coordinators
All Others Concerned

1. Oplan Balik Eskwela Ticketing System (OBE-TS) is an open-source system that records issues and concerns for Oplan Balik Eskwela. The Division Oplan Balik Eskwela Public Assistance Command Center (OBE PAAC) is tasked to encode in the system all issues and concerns relating to the opening of the classes for SY 2024-2025.
2. Anent thereto, all School Public Assistance Coordinators (SPACs) are requested to coordinate and or report to the Division Office all issues and concerns relating to the opening of classes for SY 2024-2025 received in the school either through email, social media page, voice/phone call, SMS, walk-in (personal) or other channels using the OBE-TS Information Sheet.
3. The SPAC shall encode the reporting of OBE-related issues and concerns from the schools through this link <https://bit.ly/OBETSReporting2024>. The reporting shall include the needed details, status, and action taken regarding the processed OBE issues and concerns at the school level from July 22-August 2, 2024.
4. The Division Public Assistance Coordinator (DPAC) and Alternate DPAC shall then process the information received and encode the same in the OBE Tracking System monitored by the DepEd PAAC.



Address: High School Blvd., Brgy. Lourdes, City of San Fernando (P)
Telephone No.: (045) 435-2728; (045) 435-7404
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5. Moreover, the schools are encouraged to expeditiously process and respond to simple queries, information requests, and complaints from the general public and correctly identify and coordinate with the concerned DepEd offices on complex concerns that will require the specific offices' appropriate action.

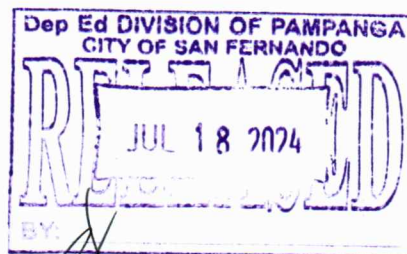
6. For more information, contact the Division Information Officer and Division Public Assistance Coordinator through email at dpac.pampanga@deped.gov.ph or call us at (045) 435-9998.

7. Immediate dissemination and strict compliance of this Memorandum are desired.

ROMEO M. ALIP, PhD, CESO V
Schools Division Superintendent

AOAS/07-46-24

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2024 OPLAN BALIK ESKWELA



EXAMINATION

- | | | |
|-----------------------------------|--|---|
| <input type="checkbox"/> A&E Test | <input type="checkbox"/> Principal's Test | <input type="checkbox"/> Basic Education Exit |
| <input type="checkbox"/> NAT | <input type="checkbox"/> PVT | <input type="checkbox"/> Assessment (BEEA) |
| <input type="checkbox"/> NCAE | <input type="checkbox"/> Superintendent's Test | <input type="checkbox"/> Others _____ |
| <input type="checkbox"/> PEPT | | |

ENROLLMENT CONCERN

- | | | |
|---|---|---|
| <input type="checkbox"/> Age Requirement | <input type="checkbox"/> Early Registration | <input type="checkbox"/> LIS/LRN |
| <input type="checkbox"/> Enrollment Process (K to 10 and SHS) | <input type="checkbox"/> EBEIS | <input type="checkbox"/> Transfer Requirement and Process |
| <input type="checkbox"/> Enrollment Requirement (K to 10 and SHS) | <input type="checkbox"/> Grade Assessment | <input type="checkbox"/> Others _____ |
| | <input type="checkbox"/> Kindergarten | |
| | <input type="checkbox"/> ELSF | |

PROGRAMS AND PROJECTS

- | | | |
|--|--|---|
| <input type="checkbox"/> Alternative Learning System (ALS) | <input type="checkbox"/> DepEd Apps | <input type="checkbox"/> Special Education (SPED) |
| <input type="checkbox"/> Bridging Program | <input type="checkbox"/> DepEd Connectivity Load | <input type="checkbox"/> Others _____ |
| <input type="checkbox"/> Brigada Eskwela | <input type="checkbox"/> GASTPE/ESC | |
| | <input type="checkbox"/> Home Study Program | |

LEGAL ISSUES

- | | | |
|---|--|--|
| <input type="checkbox"/> Correction of names | <input type="checkbox"/> Deed of Donation | <input type="checkbox"/> School Titling |
| <input type="checkbox"/> Bullying | <input type="checkbox"/> Formal Complaint | <input type="checkbox"/> Sexual Harassment |
| <input type="checkbox"/> Change of Personal Records | <input type="checkbox"/> Immoral Relationship | <input type="checkbox"/> TRAIN Law |
| <input type="checkbox"/> Child Protection Policy | <input type="checkbox"/> Negligence of Duty | <input type="checkbox"/> Others _____ |
| <input type="checkbox"/> Code of Ethics | <input type="checkbox"/> Non-Teaching Personnel's Disputes | |
| <input type="checkbox"/> Corruption | <input type="checkbox"/> Physical/Verbal Abuse | |
| <input type="checkbox"/> Death Threat | | |

SHS CONCERNS

- | | | |
|--|--|---------------------------------------|
| <input type="checkbox"/> Application for SHS VP | <input type="checkbox"/> Strand/Tracks | <input type="checkbox"/> Others _____ |
| <input type="checkbox"/> Billing or payment | <input type="checkbox"/> Voucher Application | |
| <input type="checkbox"/> GAS-SHS Voucher Program | <input type="checkbox"/> Work Immersion | |

SCHOOL POLICY AND OPERATIONS

- | | | |
|--|---|--|
| <input type="checkbox"/> Awards and Recognition (Honor System) | <input type="checkbox"/> Grading System | <input type="checkbox"/> Permit to Operate |
| <input type="checkbox"/> Class Suspension | <input type="checkbox"/> Learner's Assignment | <input type="checkbox"/> Private school policy |
| <input type="checkbox"/> Collection of fees | <input type="checkbox"/> Learner's Assessment | <input type="checkbox"/> School Breaks / Calendar |
| <input type="checkbox"/> Curriculum | <input type="checkbox"/> PTA/HPTA/GPTA | <input type="checkbox"/> School Policies (Uniform, ID, Haircut and etc.) |
| <input type="checkbox"/> Fieldtrip | <input type="checkbox"/> Miscellaneous Fee | <input type="checkbox"/> School Closure |
| <input type="checkbox"/> Fund Raising Activities | <input type="checkbox"/> MTB-MLE | <input type="checkbox"/> School Opening |
| <input type="checkbox"/> Graduation | <input type="checkbox"/> MOOE | <input type="checkbox"/> School Recognition |
| | <input type="checkbox"/> NSO/PSA | |

PAAC FORM 4 – OBE Info Sheet

- School Records
- School Projects
- Remedial Classes

- School Activities/Projects
- Tuition Fees
- Tutorial Services
-

Others _____

FINANCE

- Electronic Remittance File
- Investment Scam
- Loans and PLIs
- Non-Teaching Personnel's Benefits

- Teaching Personnel's Benefits
- Moratorium
- Salary of Non-Teaching Personnel

- Salary of Teacher
- Others _____

OTHER MATTERS

- BSP/GSP
- CAV
- Contact Details
- Data Privacy Act (DPA)
- Day Care
- DO/DM/DA
- DOST Scholarship
- Feeding Program

- List of Home Schools Providers
- List of Private Schools
- List of Public Schools
- Microsoft (MS) Office 365 Account
- Old Curriculum Graduate

- Other Agencies (CHED, TESDA, PRC, LGU, etc.)
- SPES/OJT
- Suspension of Classes
- Thesis/Research
- Training/Seminar/Workshop
- Others _____

PHYSICAL FACILITIES / RESOURCES

- Chairs, Tables, and Boards
- Classroom and School Buildings

- Computers
- School Facilities
- School Supplies

- Textbook/Modules/Other Learning Materials
- Others

COVID-19

- Community Quarantine
- Situation of Teachers and Students
- COVID-19 Testing for Non-Teaching Personnel

- COVID-19 Testing for Teachers
- Health Protocol/Social Distancing
- Personal Protective Equipment (PPE)

- Schools as Quarantine or Isolations Areas
- Schools as Quarantine Sites
- Others _____

PERSONNEL

- Alternative Work Arrangement / Skeletal Arrangement
- Attendance
- Civil Service Commission (CSC) Search for Outstanding Gov't Workers
- Contract Renewal
- Hiring System
-

- INSET
- Leave Maternity Leave
- Personnel Complaint
- Physical Reporting to School
- Promotion
- Qualification Standards Rationalization Plan (RatPlan)
- Teacher Complaint
-

- Teaching Personnel's Application
- Teaching Personnel's IPCRF
- Teaching Personnel's License Teaching Personnel's Provision
- Transfer of Non-Teaching Personnel

SDO PAMPANGA – OBE Info Sheet

Transfer of Teaching Personnel

Travel Authority
 Work Arrangement

Others _____

LEARNING CONTINUITY PLAN

Academic Ease
 Academic Freese
 Alternative Delivery Modes (ADMs)
 DepEd Commons
 Distance Education

Electronic Class Record (ECR)
 Face-to-Face Classes
 Home Schooling
 Learning Delivery Modalities
 Modified In-School Off-School Approach (MISOSA)

Modules
 Poor Internet
 Connectivity/Signal
 Self-Learning Materials (SLM)
 Webinar for Teacher
 Others _____

DETAILS OF CONCERN:

MEDIUM OF COMMUNICATIONS

___ Email
___ Facebook
___ Phone

___ SMS
___ Twitter
___ Walk-in

___ Letter
___ Others

NATURE OF ASSISTANCE

___ Complaint
___ Query

___ Request
___ Commendation

___ Suggestion

STATUS

___ Resolved
___ Referred to _____
___ Pending

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.