



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

June 1, 2020

DIVISION MEMORANDUM  
NO. 171 s. 2020

**ADDENDUM TO DIVISION MEMORANDUM NO. 165 s. 2020**

TO : Assistant Schools Division Superintendents  
Chiefs of Functional Divisions  
Division Unit Heads  
Public Elementary and Secondary School Heads  
Others Concerned

1. This is to inform all concerned that the implementation of Oplan Balik Eswela (OBE) Ticketing System (TS) developed to monitor and record issues, concerns, and queries for Oplan Balik Eswela is already up and readily available for implementation to ensure that the learners are properly enrolled and are able to continue their education amidst the health crisis situation.
2. The Oplan Balik Eskwela Public Assistance Command Center (OBE PACC) and the Oplan Balik Eskwela Ticketing System (OBE TS) shall be functional by June 1 for the start of the enrollment.
3. In view of the foregoing, a creation of school OBE Support Personnel (at least 2 per school) shall be submitted through this link <https://tinyurl.com/2020-OBE> on or before June 5, 2020, also, attached to this Memorandum is the OBE TS Action Officers of the Division with their information.
4. All issues and concerns that are arising from schools, either resolved or unresolved, must be encoded by the OBE Support Personnel in the OBE Manual Log Sheet (attached) and must be reported daily before 1:00 pm through Ms. Sheena R. Masangkay at [sheena.masangkay@deped.gov.ph](mailto:sheena.masangkay@deped.gov.ph). Client's information should be included in the report (Name, E-mail Address and Contact Number).
5. Moreover, all issues and concerns shall be resolved expeditiously at all times at the lowest level possible. However, if not settled at the school level, unresolved complex issues and complaints may be referred to the division office.
6. Immediate dissemination and strict compliance of this memorandum is earnestly desired.



  
**ZENIA G. MOSTOLES, ED. D, CESO V**  
School Division Superintendent

  
AO/AS/20

dio/47-05-20



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# 2020 OPLAN BALIK ESKWELA

REFERENCE NO.: \_\_\_\_\_  
CLIENT: \_\_\_\_\_

Date: \_\_\_\_\_  
District/Cluster: \_\_\_\_\_  
School Name: \_\_\_\_\_

## ISSUES / CONCERN

### COVID-19 RELATED

- Community quarantine situations of learners and teachers
- Schools as quarantine or isolation areas
- COVID-19 testing for non-teaching personnel
- COVID-19 testing for teachers
- Others \_\_\_\_\_

### ENROLLMENT CONCERN

- Age Requirement
- Enrollment Process (K to 10 and SHS)
- LIS/LRN
- Early Registration
- Enrollment Requirements (K to 10 and SHS)
- NSO/FSA
- EB/EIS
- Kindergarten
- Transfer of school
- Others \_\_\_\_\_

### EXAMINATIONS

- A&E Test
- EPT
- PEPT
- Basic Education Exit Assessment (BEEA)
- NAT
- Superintendent's Test
- Educational Management Test (EMT)
- NCAE
- Principal's Test
- Others \_\_\_\_\_

### FINANCE

- Loan/Insurance
- Moratorium
- Salary of non-teaching personnel
- Teaching Personnel's Benefits
- Loans and PLIs
- Non-Teaching Personnel's Benefits
- Salary of teaching personnel
- Others \_\_\_\_\_

### LEARNING CONTINUITY PLAN

- Alternative Delivery Modes (ADMs)
- Distance Education
- Home Schooling
- DepEd Commons
- Modified In-School Off-School Approach (MISOSA)
- Modules
- Webinar for Teacher
- Others \_\_\_\_\_

### LEGAL ISSUES

- Formal Complaint
- Change of Personal Records
- Non-teaching personnel's disputes
- Child Protection Policy
- Corruption
- Physical/Verbal abuse
- Code of Ethics
- Grievance
- Rape
- Death threat
- Magna Carta for Teachers
- School tiling
- Correction of Names
- Negligence of duty
- Sexual Harassment
- Teaching personnel's disputes with threat
- Train Law
- Others \_\_\_\_\_

### PERSONNEL

- Hiring System for non-teaching Personnel
- Leave of teaching personnel
- Transfer of non-teaching personnel
- Hiring System for teaching personnel
- Non-teaching personnel's IPCRF
- Transfer of teaching personnel
- Leave of non-teaching personnel
- Teaching personnel's IPCRF
- Travel Authority
- Others \_\_\_\_\_

### PROGRAMS AND PROJECTS

- Alternative Learning System (ALS)
- Free Education/Scholarship
- Mandatory Drug Testing
- Brigada Eskwela
- Government Assistance and Subsidies (GAS)
- Palang Pambansa
- Drug Education
- Home study
- Special Education (SPED)
- Others \_\_\_\_\_

### Physical Facilities & Furniture / Resources

- Chairs, Tables and Blackboards
- Computers
- Classroom and School Building
- Textbook/Modules/Learning Materials
- Others \_\_\_\_\_

### SCHOOL POLICY AND OPERATION

- Awards and Recognition (Honor System)
- Haircut
- PTA / HPTA / OPTA
- School Test/Exam
- Class suspension
- Learners' Assignment
- Ranking of Teaching Personnel
- School Uniform
- Collection of fees
- Learners' Clearance
- Remedial Classes
- Subject Completion
- Curriculum
- Learners' ID
- School Activities/Projects
- Subject Load
- Field trip
- Miscellaneous fee
- School Breaks
- Summer Class
- Foreign Student
- MOOE
- School Calendar
- Tuition fees
- Fund Raising
- Permit to Operate
- School Forms
- Tutorial Services
- Grading System
- Philippine Schools Overseas
- School Projects
- Others \_\_\_\_\_
- Graduation
- Private school policies
- School Records

### SHS CONCERNS

- Application for SHS VP
- SHS Voucher Program (VP)
- Schools offering SHS
- Unable to contact PEAC
- Billing or payments
- Remedial
- Tracks and Strands
- Work Immersion

### OTHER MATTERS

- BARMM
- DOJ/DM/DA
- FOI Request
- Region/Division Grievance
- BSP/GSP
- DOST Scholarship
- Foreign schools Abroad
- Sa pinas Kaw ang Malam and Sir (SPIM)
- CAV
- Education verification
- Health issues
- School Information
- Contact details
- Employment verification
- Invitation
- SPES/OJT
- Day Care
- External partnership
- Old curriculum graduate
- Training/seminar/workshop
- DepEd Email Account
- FAPE
- Other Agencies
- of non-teaching personnel
- DepEd Website
- Feeding program
- Region/Division Complaint
- Others \_\_\_\_\_

### DETAILS OF CONCERN:

### MEDIUM OF COMMUNICATIONS

- Email
- Phone Call
- Twitter
- Letter/Indorsement
- Facebook
- Text (SMS)
- Walk-in

### NATURE OF ASSISTANCE

- Complaint
- Request
- Suggestion
- Query
- Commendation

### STATUS

- Resolved
- Referred to: \_\_\_\_\_
- Pending
- Others: \_\_\_\_\_

OBE Support Personnel  
(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.

**REGION 3**

DIVISION	NAME	DESIGNATION	DEPED EMAIL ADDRESS	CONTACT NUMBER/S
Pampanga	JB B. Manalang	AO V, DIO	<a href="mailto:jb.manalang@deped.gov.ph">jb.manalang@deped.gov.ph</a>	0943-550-3371
Pampanga	Robin D. Perez	EPS II, Alternate DIO	<a href="mailto:robin.perez@deped.gov.ph">robin.perez@deped.gov.ph</a>	0995-557-5755
Pampanga	Roderico B. Cayanan	SEPS, SMN	<a href="mailto:roderico.cayanan002@deped.gov.ph">roderico.cayanan002@deped.gov.ph</a>	0967-4513-149
Pampanga	Dorotea D. Soliman	EPS II, SMN	<a href="mailto:dorotea.soliman001@deped.gov.ph">dorotea.soliman001@deped.gov.ph</a>	0917-326-2596
Pampanga	Jonathan Christian P. Mallari	Legal Assistant I	<a href="mailto:jonathanchristian.mallari@deped.gov.ph">jonathanchristian.mallari@deped.gov.ph</a>	0943-448-9641
Pampanga	Sheena R. Masangkay	Administrative Assistant III	<a href="mailto:sheena.masangkay@deped.gov.ph">sheena.masangkay@deped.gov.ph</a>	0932-445-0097
Pampanga	Ed Bryant T. See	Administrative Assistant II	<a href="mailto:edbryant.see@deped.gov.ph">edbryant.see@deped.gov.ph</a>	0925-441-1650

Prepared By:



**JB B. MANALANG**  
Administrative Officer V  
OBE Member, DIO

Approved By:



**ZENIA G. MOSTOLES, EDD, CESO V**  
Schools Division Superintendent  
OBE Committee Chairman