**Office of the Schools
Division Superintendent**

August 11, 2023

DIVISION MEMORANDUM
No. _3 22_, s. 2023

OPLAN BALIK ESKWELA 2023 PUBLIC ASSISTANCE COMMAND CENTER and TICKETING SYSTEM

To: **Assistant Schools Division Superintendents
Division Chiefs, CID and SGOD
Education Program Supervisors/ Division Coordinators
Public Schools District Supervisors/OICs
Elementary and Secondary School Heads**

1.   This Office shall be conducting the implementation of the **OPLAN BALIK ESKWELA 2023** with the theme "Kapit-Bisig Para sa Mas Ligtas na Balik-Aral". In line with this, the schools are directed to establish the Public Assistance Command Center and Ticketing System. This addresses the issues and concerns of the public at the beginning of the School Year 2023-2024.

2.   The School Public Assistance Command Center (SPACC) Committee shall be composed of the following:

        Chairperson: Principal or School Head
        Vice-Chairperson: School Information Coordinator
        Members: School Administration and Staff

3.   The SPACC Committee shall create a Public Assistance Command Center. The committee shall utilize the materials for advocacy and physical reporting forms which can be accessed through the Google Drive link: **https://tinyurl.com/OBE2023materials**.

4.   All schools shall submit daily reports of complaints, requests, queries, commendations, or suggestions from August 14 to 25, 2023. The SPACC Committee shall report on a real-time basis. For schools with poor internet connections, submit scanned copies of the OBE 2023 physical form to Blessilda M. Pitogo, Division Public Assistance Center Coordinator, via email (blessilda.pitogo@deped.gov.ph). Please see the attachment for the template. For online submission, schools submit reports through the online link below:

https://tinyurl.com/OBE2023Ticketing

---

5.   Immediate dissemination of and compliance with this Memorandum is directed.

SENEN PRISCILO P. PAULIN, CESO V
Schools Division Superintendent

<SPPP/VAY/LMD/FCL/CID/MAF/BMP>

OPLAN BALIK ESKWELA 2023

Parent's/Guardian's Name : _____

Learner's Name : _____

Contact No. : _____

DepEd
DEPARTMENT OF EDUCATION

EXAMINATION

- [ ] A&E Test
- [ ] NAT
- [ ] NCAE
- [ ] PEPT

- [ ] Principal's Test
- [ ] PVT
- [ ] Superintendent's Test

- [ ] Basic Education Exit Assessment (BEEA)
- [ ] Others _____

ENROLLMENT CONCERN

- [ ] Age Requirement
- [ ] Enrollment Process (K to 10 and SHS)
- [ ] Enrollment Requirement (K to 10 and SHS)

- [ ] Early Registration
- [ ] EBEIS
- [ ] Grade Assessment
- [ ] Kindergarten
- [ ] ELSF

- [ ] LIS/LRN
- [ ] Transfer Requirement and Process
- [ ] Others _____

PROGRAMS AND PROJECTS

- [ ] Alternative Learning System (ALS)
- [ ] Bridging Program
- [ ] Brigada Eskwela

- [ ] DepEd Apps
- [ ] DepEd Connectivity Load
- [ ] GASTPE/ESC
- [ ] Home Study Program

- [ ] Special Education (SPED)
- [ ] Others _____

LEGAL ISSUES

- [ ] Correction of names
- [ ] Bullying
- [ ] Change of Personal Records
- [ ] Child Protection Policy
- [ ] Code of Ethics
- [ ] Corruption
- [ ] Death Threat

- [ ] Deed of Donation
- [ ] Formal Complaint
- [ ] Immoral Relationship
- [ ] Negligence of Duty
- [ ] Non-Teaching Personnel's Disputes
- [ ] Physical/Verbal Abuse

- [ ] School Titling
- [ ] Sexual Harassment
- [ ] TRAIN Law
- [ ] Others _____

SHS CONCERNS

- [ ] Application for SHS VP
- [ ] Billing or payment
- [ ] GAS-SHS Voucher Program

- [ ] Strand/Tracks
- [ ] Voucher Application
- [ ] Work Immersion

- [ ] Others _____

SCHOOL POLICY AND OPERATIONS

- [ ] Awards and Recognition (Honor System)
- [ ] Class Suspension
- [ ] Collection of fees
- [ ] Curriculum
- [ ] Fieldtrip
- [ ] Fund Raising Activities
- [ ] Graduation
- [ ] School Records
- [ ] School Projects
- [ ] Remedial Classes

- [ ] Grading System
- [ ] Learner's Assignment
- [ ] Learner's Assessment
- [ ] PTA/HPTA/GPTA
- [ ] Miscellaneous Fee
- [ ] MTB-MLE
- [ ] MOOE
- [ ] NSO/PSA
- [ ] School Activities/Projects
- [ ] Tuition Fees
- [ ] Tutorial Services

- [ ] Permit to Operate
- [ ] Private school policy
- [ ] School Breaks / Calendar
- [ ] School Policies (Uniform, ID, Haircut and etc.)
- [ ] School Closure
- [ ] School Opening
- [ ] School Recognition
- [ ] 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

- [ ] INSET
- [ ] Leave
  Maternity Leave
- [ ] Personnel Complaint

- [ ] Teaching Personnel's Application
- [ ] Teaching Personnel's IPCRF
- [ ] Teaching Personnel's License

- [ ] Civil Service Commission (CSC) Search for Outstanding Gov't Workers
- [ ] Contract Renewal
- [ ] Hiring System
- [ ] Transfer of Teaching Personnel

- [ ] Physical Reporting to School
- [ ] Promotion
- [ ] Qualification Standards Rationalization Plan (RatPlan)
- [ ] Teacher Complaint
- [ ] Travel Authority
- [ ] Work Arrangement

- [ ] Teaching Personnel's Provision
- [ ] Transfer of Non-Teaching Personnel

LEANING 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   ___ SMS   ___ Others
___ Facebook   ___ Walk-in
___ Phone   ___ Letter

NATURE OF ASSISTANCE
___ Complaint   ___ Request   ___ Suggestion
___ Query   ___ Commendation

STATUS
___ Resolved
___ Referred to _____
___ Pending

_____
Action Officer
(Printed Name/Signature)