



Republic of the Philippines
Department of Education
REGION VII - CENTRAL VISAYAS
DIVISION OF CITY SCHOOLS - TAGBILARAN CITY

**Office of the Schools Division
Superintendent**

June 1, 2020

DIVISION MEMORANDUM
No. 138, s. 2020

**GUIDELINES AND PROCEDURES IN FILLING OUT THE
OPLAN BALIK ESKWELA (OBE) 2020**

To: CID and SGOD Chiefs, Unit Heads
Public Elementary and Secondary School Heads
All Others Concerned

1. Attached is the modified Oplan Balik Eskwela (OBE) Form with excel file uploaded in the principals' chat room which shall be used by the school principal or OBE focal person in recording any concern or issue per client (parent, student and other stakeholder).
2. In filling out the Form, please follow the following guidelines and procedures:
 1. Write the Reference Number, indicating the sequence of the concern received starting from the opening of enrollment, date received, name of the client, and region/Division.
 2. Check only the appropriate box among the items under each heading. For example, if the client is asking on the enrollment procedure, then tick the box under the ENROLLMENT CONCERN.
 3. Under the DETAILS OF CONCERN, write only one or two statements to describe or explain the concern.
 4. Please note that you are not going to report only query, complaint, request or suggestion but at the same time commendation or compliment from your client.
 5. On the STATUS, the terms are being defined below:
 - Resolved – if the concern is acted upon or the client is satisfied with the response of the agent
 - Pending – if the concern needs further follow-up or clarification
 - Referred – if referred to other Division/Department/Region
3. The said report shall be emailed before 2:00 p.m. beginning June 1, 2020 to August 29, 2020 either to Engr. Jose Mariñas III or Dr. Aquilino Milar, Jr. with their e-mail addresses: jose.marinas@deped.gov.ph and aquilino.milar@deped.gov.ph.
4. 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 in compliance with the Data Privacy Act.
5. For information, guidance and compliance.

JOSEPH IRWIN A. LAGURA PhD
Schools Division Superintendent

JIAL/MKP/ADMIN/atm



Address: Rajah Sikatuna Avenue, Dampas, Tagbilaran City, 6300 Bohol
Telephone Nos.: (038) 427-1702; (038) 422-8177; (038) 427-6718; (038) 544-2147
Email Address: tagbilarancity.division@deped.gov.ph

REFERENCE NO.: _____

CLIENT: _____

DATE: _____

Region/Division: _____

ISSUES / CONCERN

COVID-19 RELATED

- Community quarantine situations of learners and teachers
- COVID-19 testing for non-teaching personnel

- Schools as quarantine or isolation areas
- COVID-19 testing for teachers

Others _____

ENROLLMENT CONCERN

- Age Requirement
- Early Registration
- EBEIS
- Enrollment Process (K to 10 and SHS)
- Enrollment Requirements (K to 10 and SHS)
- Kindergarten

- LIS/LRN
- NSO/PSA
- Transfer of School

Others _____

EXAMINATIONS

- A&E Test
- Basic Education Exit Assessment (BEEA)
- Educational Management Test (EMT)

- EPT
- NAT
- NCAE

- PEPT
- Superintendent's Test
- Principal's Test

Others _____

FINANCE

- Loan/Insurance
- Loans and PLIs

- Moratorium
- Non-teaching Personnel's Benefits

- Salary of non-teaching personnel
- Salary of teaching personnel

- Teaching Personnel's Benefits
- Others _____

LEARNING CONTINUITY PLAN

- Alternative Delivery Modes (ADMs)
- DepEd Commons

- Distance Education
- Modified In-School Off-School Approach (MISOSA)

- Home Schooling
- Modules

- Webinar for Teacher
- Others _____

LEGAL ISSUES

- Formal Complaint
- Child Protection Policy
- Code of Ethics
- Death Threat
- Correction of Names

- Change of Personal Records
- Corruption
- Grievance
- Magna Carta for Teachers
- Negligence of duty

- Non-Teaching Personnel's disputes
- Physical/Verbal Abuse
- Rape
- School Titling
- Sexual Harassment

- Teaching personnel's disputes with threat
- Train Law
- Others _____

PERSONNEL

- Hiring System for non-teaching Personnel
- Hiring System for Teaching Personnel
- Leave of non-teaching personnel

- Leave of teaching personnel
- Non-teaching personnel's IPCRF
- Teaching personnel's IPCRF

- Transfer of non-teaching personnel
- Transfer of teaching personnel
- Travel Authority

Others _____

PROGRAMS AND PROJECT

- Alternative Learning System (ALS)
- Brigada Eskwela
- Drug Education

- Free Education/Scholarship
- Government Assistance and Subsidies (GAS)
- Home Study

- Mandatory Drug Testing
- Palaring Pambansa
- Special Education (SPED)

Others _____

LEARNING CONTINUITY PLAN

- Chairs, Tables and Blackboards
- Classroom and School Building

- Computers
- Textbook/Modules/Learning Materials

Others _____

LEGAL ISSUES

- Awards and Recognition (Honor System)
- Class Suspension
- Collection of fees
- Curriculum
- Field Trip
- Foreign Student
- Fund Raising
- Grading System
- Graduation

- Haircut
- Learner's Assignment
- Learner's Clearance
- Learner's ID
- Miscellaneous Fee
- MOOE
- Permit to Operate
- Philippine Schools Overseas
- Private School Policies

- PTA / HPTA / GPTA
- Ranking of Teaching Personnel
- Remedial Classes
- School Activities/Project
- Schools Breaks
- School Calendar
- School Forms
- School Projects
- School Records

- School Test/Exam
- School Uniform
- Subject Completion
- Subject Load
- Summer Class
- Tuition Fees
- Tutorial Services
- Others _____

SHS CONCERNS

- Applications for SHS VP
- Billing or Payments

- SHS Voucher Program (VP)
- Remedial

- School Offering SHS
- Track and Strands

- Unable to contact PEAC
- Work Immersion

OTHER MATTERS

- BARM
- BSP / GSP
- CAV
- Contact Details
- Day Care
- DepEd Email Account
- DepEd Website

- DO/DM/DA
- DOST Scholarship
- Education Verification
- Employment Verification
- External Partnership
- FAPE
- Feeding Program

- FOI Request
- Foreign Schools Abroad
- Health Issues
- Invisitation
- Old Curriculum Graduate
- Other Agencies
- Region/Division Complaint

- Region/Division Grievance
- Sa pinas ikaw and Ma'am and Sir (SPIMS)
- School Information
- SPES / OJT
- Training/Seminar/Workshop
- of non-teaching personnel
- Others _____

DETAILS OF CONCERN:

MEDIUM OF COMMUNICATIONS

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

NATURE OF ASSISTANCE

- Complaint
- Request
- Suggestion
- Suggestion
- Letter/Indorsement

STATUS

- Resolved
- Pending
- Referred to: _____
- Others: _____