DIVISION MEMORANDUM

No. 4, s. 2018
May 11, 2018

2018 OPLAN BALIK ESKWELA PUBLIC ASSISTANCE COMMAND CENTER

To:
OIC-ASDS
CHIEFS - CID and SGOD
PUBLIC SCHOOLS DISTRICT SUPERVISORS
EDUCATION PROGRAM SUPERVISORS
CONCERNED PERSONNEL

1. Pursuant to the unnumbered Memorandum issued on May 9, 2018 by Atty. Alberto T. Escobarte, CESO III, Regional Director, DepEd Region XI Office, reiterating Memorandum No. OM OAGA-2018-0052 issued by Assistant Secretary G.H. S. Ambat entitled: "2018 OPLAN BALIK ESKWELA (OBE) DIRECTORY," attached with a copy of D.O. No. 50, s. 2018 and its Terms of Reference which provide the guidelines for the launching and implementation of Oplan Balik Eskwela (OBE) for School Year (SY) 2018-2019, you shall compose the focal persons and information officers for the Oplan Balik Eskwela Public Assistance Command Center (OBE-PACC) of the Schools Division of Digos City.

2. Another memorandum with details on OBE-PACC shall be issued after the national orientation. Kindly refer to the attached Terms of Reference for your corresponding duties and functions.

3. For your guidance and compliance.

WINNIE E. BATOON, Ed. D.
Officer in Charge
Office of the Schools Division Superintendent

Encs: as stated
References: Regional Memorandum dated May 9, 2018
To be indicated in the Perpetual Index under the following subjects:
SUBJECT: SGOD, CID, ADMIN,
admin5: 2018 Oplan Balik Eskwela Directory
11 May 2018
# 2018 OPLAN BALIK ESKWELA DIRECTORY

## SCHOOLS DIVISION OF DIGOS CITY PUBLIC ASSISTANCE COMMAND CENTER

<table>
<thead>
<tr>
<th>Designation</th>
<th>Name</th>
<th>Position/Office</th>
<th>Mobile Number/s</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairperson</td>
<td>MELANIE P. ESTACIO</td>
<td>OIC-ASDS</td>
<td>09189084800/09285075975</td>
<td><a href="mailto:mpe_davaocity@yahoo.com">mpe_davaocity@yahoo.com</a></td>
</tr>
<tr>
<td>Members</td>
<td>BEVERLY S. DAUGDAUG</td>
<td>Chief - CID</td>
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<td><a href="mailto:bevs111166@yahoo.com">bevs111166@yahoo.com</a></td>
</tr>
<tr>
<td></td>
<td>SOLLIE B. OLIVER</td>
<td>Chief - SGOD</td>
<td>09085151277/09496389075</td>
<td><a href="mailto:sollie.oliver@yahoo.com">sollie.oliver@yahoo.com</a></td>
</tr>
</tbody>
</table>

### OBE Hotline / Media Affairs

<table>
<thead>
<tr>
<th>Name</th>
<th>Mobile Number/s</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>LUZMINDA B. JASMIN</td>
<td>9184457331</td>
<td><a href="mailto:luzmindaj@yahoo.com">luzmindaj@yahoo.com</a></td>
</tr>
<tr>
<td>JOAN M. NIONES</td>
<td>9199927538</td>
<td><a href="mailto:joan.niones@deped.gov.ph">joan.niones@deped.gov.ph</a></td>
</tr>
<tr>
<td>PETER-JASON C. SENARILLOS</td>
<td>9985691866</td>
<td><a href="mailto:PJSENARILLOS@GMAIL.COM">PJSENARILLOS@GMAIL.COM</a></td>
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<tr>
<td>STEPHEN R. PASCUAL</td>
<td>9081537916</td>
<td><a href="mailto:stepdarl@yahoo.com">stepdarl@yahoo.com</a></td>
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<tr>
<td>JULIE ANNE N. POSADAS</td>
<td>9075189150</td>
<td><a href="mailto:julianne.posadas@deped.gov.ph">julianne.posadas@deped.gov.ph</a></td>
</tr>
</tbody>
</table>

### Information and Action Center / Quick Response Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Mobile Number/s</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>XAVIER S. FUENTES</td>
<td>9075940405</td>
<td><a href="mailto:xavier.fuentes@deped.gov.ph">xavier.fuentes@deped.gov.ph</a></td>
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<tr>
<td>MARY GLOR D. TABANAO</td>
<td>9505803367</td>
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</tr>
<tr>
<td>IMELDA T. CARDINES</td>
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</tr>
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<td><a href="mailto:ronald.dedace@deped.gov.ph">ronald.dedace@deped.gov.ph</a></td>
</tr>
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### Monitoring

#### Mount Apo District

<table>
<thead>
<tr>
<th>Name</th>
<th>Mobile Number/s</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>ELY G. CATALUÑA</td>
<td>9098180520</td>
<td><a href="mailto:ely.cataluna@deped.gov.ph">ely.cataluna@deped.gov.ph</a></td>
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<tr>
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<tr>
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</tr>
</tbody>
</table>
MEMORANDUM

To: ALL SCHOOLS DIVISION SUPERINTENDENTS

From: ATTY. ALBERTO T. ESCOBARTE, CESO III

Subject: 2018 Oplan Balik Eskwela Directory

Date: May 9, 2018

As per unnumbered Memorandum signed by Asec, G.H. Ambat regarding the 2018 Oplan Balik Eskwela (OBE) Directory, please be informed that the list of the division focal persons and information officers who will compose the OBE Public Assistance Command Center (PACC) shall be submitted to the Office of the Regional Director, soft copy to be sent via email to depedx1.publicaffairsunit@deped.gov.com on or before May 11, 2018.

The list shall include the following: name, designation, office landline number, mobile number, fax number, email address and official Facebook page, if there is any. Another memorandum with details on PACC will be issued after the national orientation on May 10-11, 2018.

Please refer to DepEd Memo No. 50, s. 2018 for the composition of the division OBE PACC. Attached is the list of the Regional OBE PACC.

For immediate compliance.
<table>
<thead>
<tr>
<th>Designation</th>
<th>Name</th>
<th>Position / Office</th>
<th>Mobile Numbers</th>
<th>Email address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chairperson</td>
<td>Atty. Alberto T. Escoberre</td>
<td>RD</td>
<td>9170297770</td>
<td><a href="mailto:atescoberre@yahoo.com">atescoberre@yahoo.com</a></td>
</tr>
<tr>
<td>Members</td>
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</tr>
<tr>
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<td><a href="mailto:roy.enriquez@deped.gov.ph">roy.enriquez@deped.gov.ph</a></td>
</tr>
<tr>
<td></td>
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<td></td>
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<td></td>
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<tr>
<td></td>
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<td></td>
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<td><a href="mailto:gemima1031@yahoo.com">gemima1031@yahoo.com</a></td>
</tr>
<tr>
<td></td>
<td>Ms. Maria Perpetua G. Batibut</td>
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<td><a href="mailto:maperpetua.batibut@deped.gov.ph">maperpetua.batibut@deped.gov.ph</a></td>
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<tr>
<td></td>
<td>Ms. Florence M. Alcazaren</td>
<td>Adm. Asst. III/ ORD</td>
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<td><a href="mailto:florence.alcazaren@deped.gov.ph">florence.alcazaren@deped.gov.ph</a></td>
</tr>
</tbody>
</table>
TO: REGIONAL DIRECTORS

ATTN: REGIONAL INFORMATION OFFICERS AND/OR FOCAL PERSONS OF PUBLIC ASSISTANCE ACTION CENTERS

FROM: G.H.S. AMBAT, Assistant Secretary

SUBJECT: 2018 OPLAN BALIK ESkwela (OBE) DIRECTORY

DATE: April 24, 2018

The Public Affairs Service (PAS), through its Communications Division (CD), will facilitate the 2018 Oplan Balik Eskwela (OBE) in May 2018 including the national orientation for those who will participate in the three-week operations of the Public Assistance Action Center (PAAC) at the Central Office. This will also be participated by the Regional Information Officers and focal persons of PAAC. The OBE is our annual activity aimed at attending to the queries and other concerns of the general public to ensure the smooth opening of classes in June.

In line with this, we would like to request for the list of the following per region: names, designation, and contact numbers which include office landline, mobile, fax, email address and official Facebook page/address of the Regional and Division Information Officers and focal persons of PAAC. This is for the purpose of maximizing the power of new technology particularly the social media in monitoring the exchange of communications on issues and concerns received by the Central Office and its field offices. The details will be discussed during the national orientation on May 10-11, 2018.

Please send the list per region to the Communications Division-Public Affairs Service through email pas.cd@deped.gov.ph (attorneys: Ms. Beverly Sresme or Ms. Elenita Palomeno). For inquiries, you may call the DepEd Central Office in Pasig City at 02-6337281 or 02-6332120.

Thank you.
DepEd MEMORANDUM
No. 050 s. 2018

2018 OPLAN BALIK ESKWELA

To: Undersecretaries
Assistant Secretaries
Bureau and Service Directors
Regional Secretary, ARMM
Regional Directors
Schools Division Superintendents
Public Elementary and Secondary School Heads
All Others Concerned

1. The Department of Education (DepEd) shall launch the National Oplan Balik Eskwela (OBE) for School Year (SY) 2018-2019 on May 21, 2018, 8:00 a.m. at the Bulwagan ng Karunungan, DepEd Central Office. The OBE is DepEd’s annual initiative to engage agencies, organizations, and all other stakeholders in preparation for the opening of the school year. This will run from May 21 to June 8, 2018.

2. The OBE is part of the Department’s efforts to ensure that learners are properly enrolled and able to attend school on the first day of classes. The OBE aims to address problems, queries and other concerns commonly encountered by the public at the start of the school year.

3. This year, OBE has the following components:

   a. Convergence. The Department shall coordinate with the following government agencies involved in school opening matters to assemble the annual OBE Inter-Agency Task Force (OBE-IATF):

      i. Department of Energy (DOE);
      ii. Department of Interior and Local Government (DILG);
      iii. Department of Health (DOH);
      iv. Department of National Defense (DND);
      v. Department of Public Works and Highways (DPWH);
      vi. Department of Social Welfare and Development (DSWD);
      vii. Department of Trade and Industry (DTI);
      viii. Manila Electric Company (MERALCO);
      ix. Metropolitan Waterworks and Sewerage System (MWSS);
      x. Metro Manila Development Authority (MMDA);
      xi. Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA); and
      xii. Philippine National Police (PNP).

      The OBE-IATF meeting and orientation will be on May 3, 2018.

   b. Command Conference. A Command Conference among the DepEd officials, partner agencies from the public and private sector, media, and other stakeholders will be held at the Bulwagan ng Karunungan, DepEd Central Office (CO) on May 21, 2018.
c. **Communication.** DepEd shall provide the public with important information through press releases, media interviews, website posting, updates on the official DepEd Facebook and Twitter accounts, and other available media.

d. **Client Assistance.** An OBE Public Assistance Command Center (PACC) shall be set up at the Central, Regional, and Schools Division Offices.

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:

- Receive, process, and respond to simple queries, information requests, and complaints from the general public, including those forwarded by other DepEd offices;
- Assist in the dissemination and clarification of DepEd policies, programs, projects, and processes, particularly those relevant to the opening of classes;
- Correctly identify and coordinate with the concerned DepEd offices on complex concerns that will require the specific offices' appropriate action; and
- Monitor, document, and submit reports on all issues and concerns received by the OBE-PACC, including the action taken.

ii. **Services of the OBE-PACC**

Each OBE-PACC shall ensure that the following are available to the public for the duration of OBE:

- Hotlines;
- Email, social media (Facebook, Messenger, Twitter), and Text Messaging Service;
- Walk-in Assistance; and
- Legal Assistance (if applicable).

iii. **Composition of OBE-PACC**

**Central Office (CO)**

The DepEd CO OBE-PACC shall be set up on May 19, 2018, Saturday at the Bulwagan ng Karunungan, DepEd Central Office.

To ensure its success, the following offices/units are directed to actively participate and assign representative(s):

- **Office of the Assistant Secretary for Public Affairs Service and Alternative Learning System**
  - Public Affairs Service
    - Communications Division
    - Publications Division

- **Office of the Undersecretary for Planning and Field Operations**
  - Planning Service
    - Education Management Information System Division
    - Policy Research and Development Division
Office of the Undersecretary for Curriculum and Instruction
- Bureau of Curriculum Development
- Bureau of Learning Delivery
- Bureau of Education Assessment
- Bureau of Learning Resources

Office of the Undersecretary for Finance—Accounting and Employee Account Management
- Finance Service
  - Accounting Division
- Bureau of Human Resource and Organizational Development
  - Personnel Division
  - Employee Welfare Division

Office of the Undersecretary for Finance—Budget and Performance Monitoring
- Budget Division

Office of the Undersecretary for Administration
- Administrative Service
  - Asset Management Division
  - Education Facilities Division
  - General Services Division
- Information and Communications Technology Service
- Bureau and Learner Support Services
  - School Health Division
  - Youth Formation Division

Office of the Assistant Secretary for Procurement Service
- Project Management Service

Office of the Undersecretary for Legal Service
- Investigation Division
- Legal Division

Office of the Assistant Secretary for Legal Affairs

Regional Office (RO)/Schools Division Office (SDO)
The OBE-PACC in the ROs and SDOs shall be set up on May 21, 2018. All ROs and SDOs are hereby directed to set up their local OBE-PACCs, which shall be composed of the following:

- Regional OBE-PACC:
  Chair: Assistant Regional Director (ARD)
  Members: Public Affairs Unit
  - Field Technical Assistance Division (FTAD)
  - Policy, Planning and Research Division (PPRD)
  - Quality Assurance Division (QAD) for Private Schools
  - Curriculum and Learning Management Division (CLMD)
  - Senior High School/K to 12 Focal Person/s
  - Legal Unit
Division OBE-PACC:

Chair: Assistant Schools Division Superintendent (ASDS)
Members: School Governance and Operations Division (SGOD)
Curriculum Implementation Division (CID)

There will be an orientation for OBE-PACC representatives, the details of which are to be announced separately. The Terms of Reference (TOR) for OBE-PACC representatives shall be discussed at the said orientation.

iv. Terms of Reference for the OBE-PACC
The Terms of Reference (TOR) for OBE-PACC Operations is enclosed.

4. The names, designation, and contact details of the local OBE-PACC chairs and members shall be submitted to the Central Office through the Public Affairs Service-Communications Division on or before March 1, 2018, Thursday.

5. The Regional Directors (RDs) and Schools Division Superintendents (SDSs) shall oversee the implementation of their local OBE-PACC, and submit daily reports on their respective OBE-PACC’s operations to the DepEd CO every 11 a.m. and 4 p.m.

6. The OBE implementation shall be under the general supervision of the Undersecretary for Planning and Field Operations, Jesus L.R. Mateo, and the Assistant Secretary for Public Affairs Service and Alternative Learning System, G.H. S. Ambat, as co-chairs of the Oplan Balik Eskwela 2018.

7. All expenses incurred during this activity shall be charged to Education Information and Communication Services (EICS) Funds, and the payment for the services of the concerned personnel during the OBE, in addition to their regular workload, shall be charged to OSEC Funds for CO personnel, and to local funds for regional and schools division personnel, subject to the usual accounting and auditing rules and regulations.

8. For more information, contact:

Public Affairs Service-Communications Division
Department of Education (DepEd) Central Office
DepEd Complex, Meralco Avenue, Pasig City
Telephone Nos.: (02) 636-1663; 633-7254
Telefax No.: (02) 638-8641
Mobile Phone No.: 0919-456-0027
Email: action@deped.gov.ph; pas.cd@deped.gov.ph
Facebook: oplanbalikeskwela@depedcentraloffice

9. All DepEd personnel are enjoined to support this activity to ensure the smooth opening of classes.

10. Immediate dissemination of this Memorandum is desired.

LEONOR MAGTOLIS BRIONES
Secretary
Encl.

As stated

Reference:
DepEd Memorandum No. 55, s. 2017

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

ADMISSION
BUREAUS AND OFFICES
CAMPAIGN
COMMITTEES
LEARNERS
OFFICIALS
PROJECTS
SCHOOLS
2018 DepEd Oplan Balik Eskwela Public Assistance Command Center
May 21-June 8, 2018
7:00 a.m.-6:00 p.m. Monday to Friday
8:00 a.m.-5:00 p.m. Saturday & Sunday

TERMS OF REFERENCE

A. Teleresponders through Hotlines
1. Attend to callers with queries, complaints, problems or requests, concerning school opening and other education matters.
2. Provide immediate appropriate actions/solutions for issues/concerns received from callers.
3. Refer complaints/cases that need immediate investigation to the Quick Response Team if necessary.
4. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

B. Social Media (Facebook, Messenger, Twitter) Email and Text Messaging Service
1. Reply/respond to messages received and print the messages if necessary.
2. Refer complaints/cases that need immediate investigation to the Quick Response Team if necessary.
3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

C. Walk-In Assistance
1. Attend to issues/concerns/complaints of walk-in clients.
2. Prepare endorsement letters/communications to schools concerned.
3. Provide information needed by the clients.
4. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

D. Legal Assistance
1. Provide immediate resolution to complaints that are classified as urgent.
2. Conduct on-the-spot investigation and monitoring of schools as the need arises.
3. Submit the required daily morning and afternoon reports to the Secretariat for consolidation and evaluation.

E. Secretariat
1. Oversee and supervise the daily operations of the activity.
2. Prepare the daily reports for the Secretary’s information based on the submitted reports of the teams.
3. Do print and video documentation.
4. Gather and consolidate data from the different committees and generate daily reports.
6. Provide the technical needs of the teams.
7. Assist all teams if necessary.

F. Media Relations

1. Set and coordinate schedules for press conferences.
2. Prepare media advisories, invites and briefers of the activity for the EXECOM and stakeholders.
3. Facilitate the press conference and assist the media.
4. Attend to media requests for data and interviews.
5. Coordinate with the partners and stakeholders.

G. NCR Representative

1. Attend to queries and other concerns related to NCR.
2. Submit daily report to the Secretariat.

H. Logistics and Support

The Logistics and Support Team shall be composed of the following sub-committees:

1. **Finance.** Handle OBE financial requirements.
2. **Food.** Take charge of the food to be served during the three-week conduct of OBE and all OBE activities.
3. **Physical Arrangement/Set-up, Security, Sound System and Transportation.** Set up the OBE Command Center at the Bulwagan ng Karunungan following the floor plan. Maintain the cleanliness and orderliness of the OBE Command Center. Ensure peace and order during OBE.
4. **Registration and Attendance.** Record all guests and participants in OBE, and take daily attendance of committee members.
5. **Supplies and Equipment.** Provide the materials and equipment needed for OBE.