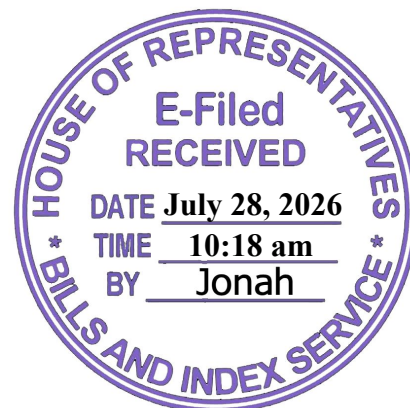


Republic of the Philippines
HOUSE OF REPRESENTATIVES
Quezon City, Metro Manila

TWENTIETH CONGRESS
Second Regular Session



HOUSE BILL NO. 10268

Introduced by
HON. ATTY. GERVILLE "JINKY BITRICS" R. LUISTRO

EXPLANATORY NOTE

The timely issuance of academic records and credentials is essential to the educational, professional, and economic advancement of students and graduates. Documents such as transcripts of records, diplomas, certificates of graduation, certifications of enrollment, and other school records serve as indispensable requirements for employment, professional licensure examinations, scholarship applications, transfer to other educational institutions, overseas opportunities, and various government transactions.

Despite advances in digital technology and records management systems, many educational institutions continue to subject students and graduates to prolonged and often unnecessary waiting periods before releasing these documents. While some schools are capable of processing requests within a matter of days, others require several weeks or even months before the requested records are made available. Such delays have become a recurring concern among students, graduates, and employers alike.

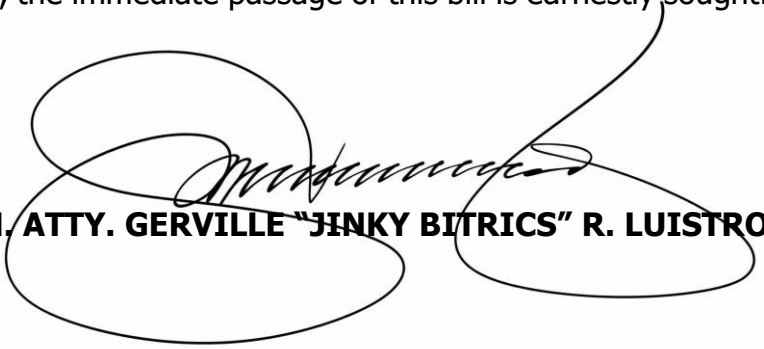
In an era where information technology enables the rapid retrieval, verification, and transmission of records, lengthy processing periods can no longer be justified as a matter of routine administrative practice. The continued reliance on outdated procedures unnecessarily burdens students and graduates who are often faced with strict deadlines for employment, admissions, scholarships, board examinations, and other opportunities. In many instances, delayed issuance of academic documents has resulted in missed job opportunities, forfeited scholarships, deferred enrollment, and other avoidable setbacks.

The growing digitalization of educational records, coupled with the government's ongoing efforts to improve bureaucratic efficiency and public service delivery, makes it both reasonable and necessary to establish a uniform standard for the processing of school documents. Educational institutions must be encouraged to

modernize their records management systems and adopt procedures that prioritize efficiency, transparency, and responsiveness to the needs of students and graduates. This measure seeks to require all educational institutions to process and release academic documents within three (3) working days from receipt of a complete request, with a target of two (2) working days for institutions possessing digitized records. It further promotes online processing, transparency in service standards, accountability mechanisms, and appropriate sanctions for unreasonable delays.

By ensuring prompt access to academic credentials, this bill upholds the rights of students and graduates, strengthens public trust in educational institutions, and aligns the education sector with modern standards of efficient public service.

In view of the foregoing, the immediate passage of this bill is earnestly sought.



HON. ATTY. GERVILLE "JINKY BITRICS" R. LUISTRO

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HOUSE BILL NO. 10268

Introduced by
HON. ATTY. GERVILLE "JINKY BITRICS" R. LUISTRO

AN ACT
REQUIRING ALL EDUCATIONAL INSTITUTIONS TO PROCESS AND RELEASE
SCHOOL RECORDS, TRANSCRIPTS OF RECORDS, DIPLOMAS,
CERTIFICATIONS, AND OTHER ACADEMIC DOCUMENTS WITHIN THREE (3)
WORKING DAYS FROM RECEIPT OF A COMPLETE REQUEST, PROVIDING
PENALTIES FOR NON-COMPLIANCE, AND FOR OTHER PURPOSES

1 *Be it enacted by the Senate and House of Representatives of the Philippines in*
2 *Congress assembled:*

3
4 **SECTION 1. Short Title.** - This Act shall be known as the "**Academic**
5 **Records Processing Efficiency Act.**"

6
7 **SECTION 2. Declaration of Policy.** - It is hereby declared the policy of the
8 State to promote accessible, efficient, transparent, and responsive delivery of
9 educational services. The State recognizes the right of students, graduates, and
10 former students to timely access their academic records and credentials, which are
11 often necessary for employment, professional licensure examinations, scholarship
12 applications, transfer to other educational institutions, immigration requirements, and
13 other lawful purposes.

14
15 The State further recognizes that unreasonable delays in the processing and
16 release of school documents impose unnecessary burdens upon students and
17 graduates and may result in lost educational, employment, and economic
18 opportunities. Towards this end, all educational institutions shall adopt efficient
19 systems and procedures to ensure the prompt processing and release of academic
20 records.

21
22 **SECTION 3. Definition of Terms.** - For purposes of this Act:
23

1 (a) **Academic Documents** refer to all records and certifications maintained
2 by an educational institution relating to a student's academic standing,
3 enrollment, graduation, or scholastic achievements.

4
5 (b) **Complete Request** refers to a request accompanied by all documentary
6 requirements and payment of applicable fees, if any, as prescribed by the
7 educational institution.

8
9 (c) **Processing Period** refers to the period within which an educational
10 institution must evaluate, prepare, approve, and release the requested
11 document.

12
13 (d) **Working Days** refer to days when the institution's administrative offices
14 are open for business, excluding Saturdays, Sundays, and declared holidays.

15
16 **SECTION 4. Scope and Coverage.** - This Act shall apply to all public and
17 private educational institutions in the Philippines, including:

18 (a) Elementary schools;

19 (b) Secondary schools;

20 (c) Technical-vocational institutions;

21 (d) Colleges and universities;

22 (e) Graduate and post-graduate institutions; and

23 (f) Other educational institutions regulated by the government.

24
25 **SECTION 5. Mandatory Processing and Release Period.** - All educational
26 institutions shall process and release requested academic documents within three (3)
27 working days from receipt of a complete request.

28
29 For institutions possessing fully digitized student records, the processing and
30 release shall, whenever practicable, be completed within two (2) working days.

31
32 The prescribed period shall apply to the following documents:

33 (a) Transcript of Records (TOR);

34 (b) Diploma or certified copy thereof;

35 (c) Form 137, Form 138, or equivalent student records;

36 (d) Certificates of Enrollment;

37 (e) Certificates of Graduation;

1
2 (f) Certificates of Good Moral Character;

3
4 (g) Certifications of Units Earned;

5
6 (h) Certifications of Academic Standing;

7
8 (i) Transfer Credentials;

9
10 (j) Authentication of school records; and

11
12 (k) Other academic documents and certifications customarily issued by
13 educational institutions.

14
15 **SECTION 6. Digital Submission and Processing.** - Educational institutions
16 shall establish systems allowing requests for academic documents through electronic
17 means, including online portals, electronic mail, or other digital platforms.

18
19 Whenever feasible, institutions shall provide electronically signed or digitally
20 authenticated copies of academic documents consistent with existing laws, rules, and
21 regulations.

22
23 **SECTION 7. Exceptional Circumstances.** - The processing period may be
24 extended only under the following circumstances:

25
26 (a) Force majeure events;

27
28 (b) Natural disasters;

29
30 (c) Fire, system failures, cyberattacks, or other extraordinary events affecting
31 institutional operations;

32
33 (d) Retrieval of archived records that are more than ten (10) years old and are
34 not yet digitized; or

35
36 (e) Verification of records involving legal disputes, fraud investigations, or court
37 proceedings.

38
39 In no case shall the extension exceed an additional five (5) working days. The
40 requesting party shall be notified in writing or electronically of the reason for the
41 extension and the expected release date.

42
43 **SECTION 8. Prohibition Against Unreasonable Delays.** - It shall be
44 unlawful for any educational institution to:

45
46 (a) Require processing periods beyond those provided in this Act without lawful
47 justification;

48

1 (b) Impose arbitrary administrative requirements not reasonably necessary for
2 the issuance of requested documents;

3
4 (c) Refuse to receive requests without legal basis;

5
6 (d) Delay the release of documents due to administrative inefficiency;

7
8 (e) Fail to inform the requesting party of deficiencies in submitted requirements
9 within one (1) working day from receipt of the request; or

10
11 (f) Maintain procedures that unnecessarily prolong the processing and release
12 of academic documents.

13
14 **SECTION 9. Student Accounts and Outstanding Obligations.** - Nothing
15 in this Act shall prevent educational institutions from enforcing lawful financial
16 obligations consistent with existing laws and regulations.

17
18 However, educational institutions shall comply with all laws, regulations, and
19 policies governing the release of academic records and credentials and shall not use
20 administrative delays as a means to compel payment or settlement of obligations
21 beyond what is allowed by law.

22
23 **SECTION 10. Service Standards and Public Posting.** - Every educational
24 institution shall prominently post in its offices, websites, and official communication
25 channels:

26
27 (a) Documentary requirements;

28
29 (b) Applicable fees;

30
31 (c) Processing timelines;

32
33 (d) Responsible offices; and

34
35 (e) Procedures for filing complaints.

36
37 Such information shall be incorporated into the institution's Citizen's Charter,
38 where applicable.

39
40 **SECTION 11. Complaints and Grievance Mechanism.** - Students,
41 graduates, former students, parents, or authorized representatives may file complaints
42 regarding violations of this Act before:

43
44 (a) The Department of Education (DepEd);

45
46 (b) The Commission on Higher Education (CHED);

47
48 (c) The Technical Education and Skills Development Authority (TESDA); or

1
2 (d) Other appropriate regulatory agencies.
3

4 The concerned agency shall establish a simplified complaint mechanism and
5 resolve complaints within thirty (30) days from filing.
6

7 **SECTION 12. Administrative Sanctions.** - Without prejudice to other
8 liabilities provided by law, educational institutions found to have violated this Act shall
9 be subject to the following administrative sanctions:
10

11 (a) For the first offense – Written warning and directive to comply;
12

13 (b) For the second offense – Administrative fine of not less than Fifty Thousand
14 Pesos (₱50,000.00) but not more than One Hundred Thousand Pesos
15 (₱100,000.00);
16

17 (c) For the third offense – Administrative fine of not less than One Hundred
18 Thousand Pesos (₱100,000.00) but not more than Five Hundred Thousand
19 Pesos (₱500,000.00), and such other sanctions as may be imposed by the
20 appropriate regulatory agency.
21

22 For public educational institutions, responsible officials and employees may
23 likewise be subjected to administrative liability in accordance with civil service laws,
24 rules, and regulations.
25

26 **SECTION 13. Incentives for Compliance.** - The Department of Education,
27 Commission on Higher Education, and Technical Education and Skills Development
28 Authority may establish recognition programs for educational institutions that
29 consistently demonstrate exemplary compliance with the standards prescribed under
30 this Act.
31

32 **SECTION 14. Implementing Agencies.** - The Department of Education
33 (DepEd), the Commission on Higher Education (CHED), and the Technical Education
34 and Skills Development Authority (TESDA) shall jointly implement and enforce the
35 provisions of this Act, within their respective jurisdictions.
36

37 **SECTION 14. Implementing Rules and Regulations.** - Within ninety (90)
38 days from the effectivity of this Act, DepEd, CHED, and TESDA shall jointly promulgate
39 the necessary rules and regulations for its effective implementation.
40

41 **SECTION 15. Separability Clause.** - If any provision of this Act is declared
42 unconstitutional or invalid, the remaining provisions not affected thereby shall remain
43 in full force and effect.
44

45 **SECTION 16. Repealing Clause.** - All laws, decrees, executive orders, rules
46 and regulations, ordinances, and other issuances or parts thereof inconsistent with
47 the provisions of this Act are hereby repealed, amended, or modified accordingly.

1
2 **SECTION 17. Effectivity.** - This Act shall take effect fifteen (15) days after
3 its publication in the Official Gazette or in a newspaper of general circulation.
4

5 **Approved,**