# User Guide for Requesting for Certified True Copies of Titles through the LRA eSerbisyo Portal

# A. The eSerbisyo Portal

The eSerbisyo Portal (the "Portal") is an online System that can be accessed by the LRA Clients anytime and anywhere in the world. This Portal is made available to the public for the purpose of requesting for Certified True Copy ("CTC") of titles in the custody of the various Registries of Deeds.

## **B.** Purpose of this Guide

This User Guide is intended to provide the detailed steps to be followed by the users in making a CTC request.

## C. User Guide for Requesting for a Certified True Copy

The user shall follow the steps below when requesting for a Certified True Copy of a title using the eSerbisyo Portal:

## 1. Visit **www.eserbisyo.lra.gov.ph**.

eSerbisyo	REPUBLIKA NG PILIPINAS KAGAWARAN NG KATARUNGAN PANGASIWAAN SA PATALAAN NG ULUPAIN LAND REGISTRATION AUTHORITY EASTAVE, COR. NIA ROAD, DELMAN, QUEZON CITY	
FAQs Payment Options	Terms and Conditions Contact Us	
	<complex-block></complex-block>	
Best used in Chrome.		Version 2.0.0

2. Provide your **Username** and **Password** during the registration, click "I'm not a robot" which will appear after providing login details, then click "**Login**".

Note: If you don't have a Username and Password yet, refer to the User Guide for Account Registration for the step-by-step instructions.

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	LAND REGISTRATION AUTHORITY LAND REGISTRATION AUTHORITY	
FAQs Payment Options	Terms and Conditions Contact Us	
	Velcome to LRA eSerbityo Portal!         Lenares         Passed         Tegl Passed?         Registration Authority, Philippines.	
Best used in Chrome.		rsion 2.0.0

3. You will be redirected to the next page. Type the One-Time-Pin ("OTP") that will be sent to your registered mobile number and/or email address in the box provided, then click "Submit". If you do not receive an OTP in your mobile number and/or email address, click "Regenerate OTP".

Note: Make sure that the mobile number and email address that you provided upon account registration in eSerbisyo is active or working.

eSerbayo	REPUBLICA NG PILIPINAS EAGAWARAN NG KATARUNGAN PANGANIWAAN INFATALAAN NG UUPAIN LAND REGISTRATION AUTHORITY EAST APE, COR. NG BENAR, GEREIN CITY	
FAQs Payment Options Terms and Con	ditions Contact Us	
	One-Time PIN (OTP) To continue, please enter the OTP sent to your mobile device ending in X000000236 or email p*******n@igmail.com Reference Number: 608877 Username: pgantalan Enter your OTP here: Submit Regenerate OTP Cancel Please enter the One Time PIN (OTP) within 04:54 minutes.	
	© 2020 Land Registration Authority, Philippines.	
Best used in Chrome.		Version

4. After successful login, you will be redirected to the Home Page. To make a request for a Certified True Copy of title, click "**Request for Certified True Copy**" icon.

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Request for Certified True Copy	My Request	My Profile	FAQs
		R	<b>(</b> 1)
Payment Options	Terms and Conditions	Contact Us	Logout
8 1010 Lond Barlstonian Issis office Ballineiran			Vicelas 2.8.6
	C 2020 Land Registration Authority, Philippines.	E LAND REGISTRATION AUTHORITY          Image: Construction of the constructio	E LADD REGISTRATION AUTHORITY   Image: Constraint of Certified True Copy   Image: Cer

5. You will be redirected to the Request for Certified True Copy page where the **Requestor Information** and **Shipping Address** will be displayed.

ND REGISTRATION A est for Certified T	rue Copy					Picasso Picasso
Request Identificat	ion No. eSP2021000000	0682				
Requestor Information	1		Sh	ipping Address		
Mode	WEB	House/Building/	522	City	DOLORES	*
First Name	Picasso	Floor/Unit Name/No.		Province	4004	
Middle Name	Picasso	Street Name	Dabilis		ADRA	
Last Name	Picasso	Landmark	Pandayan	Zip Code	(2801)	*
Email Address	marian@gmail.com	Barangay	Lourdes			Reset
Mobile No.	+63 956-231-2222		Update			

The **Requestor Information** will display your user details. This information is not editable at this stage.

The **Shipping Address** may still be changed depending on where you want to have the CTC mailed. Just click "**Reset**" and type the new address information and click on "**Update**".

Click "**Add Title**". A pop-up window will appear. Provide the details of the title subject of the CTC request, then click "**Save**".

**NOTE:** Please make sure to double check all the title information before saving the request

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Request for Certified True Copy		
Registry of Deeds *	Cebu City	
Title Type *	Transfer Certificate of Title (TCT)	
Title Number	Title Number	
Number of Copies	Number of Copies	
	Save Cancel	



## Important Note:

**Registry of Deeds** - **A transaction in eSerbisyo is made per Registry**. Once you have selected the Registry, you can only request titles from that Registry. You need to enter another transaction if you wish to request a title or titles from another Registry.

**Title Type** - There are three types of title that can be requested:

- a. Original Certificate of Title (OCT)
- b. Transfer Certificate of Title (TCT)
- c. Condominium Certificate of Title (CCT)

**Title Number** - When entering the title number, <u>**PLEASE DO NOT INCLUDE THE RD</u></u> <u><b>CODE**</u> (e.g., 107) that appears on the title. Please refer to the sample entry below based on the image above.</u>

Registry of Deeds :	Cebu City
Title Type:	Transfer Certificate of Title (TCT)
Title Number:	2012XXXXXX
Number of Copies:	1

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a. If the requested **Title Number has a duplicate (i.e. same title number kept in another Registry of Deeds)**, you will be required to provide additional information on the Plan, Block and Lot Numbers.

Request for Certi	fied True Copy	
Registry of Deeds *	Ilagan, Isabela *	0
Title Type *	Transfer Certificate of Title (TCT)	0
Title Number	T-381	0
Number of Copies	1	
Lot No		0
Block No		0
Plan No		0
	Save	el

6. If the requested **Title Number is in the LRA database**, a summary of your request together with the total fees will be reflected on a table (located below the Request for Certified True Copy page) based on the number of copies requested. You can also **Edit** or **Delete** the request.

-	LAND REGISTRATION AUTHORITY		C) inneritariane   co							
-	Request for Certified True Copy									
•	Request Identification No. e5P20210000000	45								
٩	Requestor information	Shipping Address								
비	Mode 0 WEB	House/Building/ Floor/Unit Name/No.	City IIII. MININ *							
9	First Name Middle Name	Street Name	Province •							
]	Last Name	Landmark Landmark	Zip Code -							
1	Email Address	Barangay	Reset							
0	Mobile No. «c3 internetional	Update								
	Search Total Herr	1 Total Fee	#918.32 Add Title Submit Request							
	Sequence Number 11 Registry of Deeds 11	itle Type 11 Title Number 11 Number of Copies	IT Amount IT Fees Details IT Action IT							
	1 Cebu City TC	201200000 2	P918.32 View Edit   Delete							
	Showing 1 to 1 of 1 entries		First Previous 1 Next Last							

**Important Notice:** If the requested **Title Number is not in the LRA database**, a pop-up window will advise you to **visit the nearest Registry of Deeds or to call the number specified therein for assistance**. Click "OK". You may enter another title request or log-out

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of the eSerbisyo website.

a. If you want to make multiple requests from the same Registry of Deeds, just click "**Add Title**".

=	LAND REGISTRATION A	UTHORITY					0						
Re	quest for Certified T	rue Copy											
	Request Identificat	ion No. +5720310000	00045										
	Requestor Information	n		Shipping Address									
	Hoda Rist Name Middle Name Last Name Email Address	terrisrika Eurologia Europia principalization ph	House/Build Floor(Unit Name) Street NJ Landin Baran	ng/ House/T me minimum ark Landma BPy Lulium	ulting TioscUnit Kar	City III Province III Zip Code III	1. 10124 10140 101	e e Reat					
	Search	-o an management	area 1	Update	Total Fee	P008.32	Add Title Submit Requ	ed.					
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	Showing 1 to 1 of 1 entries						Pint Previous	1 Net Last					
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7. After adding the title, click "Submit Request."

Request	t for Certified T	irue Copy							
	Request Identificat	lion No. e5720	11000000045						
	questor informatio	n				Shipping	Address		
	Mode	• WEB		House/Building/ Floor/Unit Name/No.	House,1	hilding/Floor/Unit Nar	CRy	(71), 801(A	*
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	Last Name	Corport		Landmark	Landma	rk.	Zip Code	(400)	
	Email Address	and an other state							-
Search			Total Items 1			Total Ree	P018.32	Add Title Submit In	oquest
54	quence Number	11 Registry of Deeds	11 Title Type	Title Numb	er II	Number of Copies	11 Amount	11 Fees Details	Action 11
	1	Cebu City	TCT	2012000000		2	P2	18.32 View	Edit   Delete
Showin	g 1 to 1 of 1 entries							Pint Previo	n 1 Net Last

8. A pop-up window will appear if you want to pay, click "**Yes**" to confirm.

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9. If you clicked "**Yes**", a pop-up window will appear confirming that the request has been forwarded for payment.



10. If you clicked "**No**" in step 8, you will need to go to the "**My Request**" page to be able to pay for the CTC request. You may still review the details by clicking "**View Details**", edit the request by clicking "**Edit**", and withdraw the request by clicking "**Withdraw**".

-	E LAND REGISTRA	TION AUTHORITY						🚺 lassa ilaa ingaa   Otaen
	My Request							
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1	Sequence Number II	Request Identification 11	Amount 11	Payment Method 11	Request Date 11	Application Status 11	Tracking ID 11	Action 17
8	1	45P2021000000045	<b>P</b> 908.32		05/22/2025 at 9:304M	Payment Panding		ViewDetails   Edit   Withdraw    Payment Link   Make
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5								
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- 11. After checking the details, select the transaction that needs to be paid. You can either pay it immediately or pay it later.
- 12. To Pay it immediately,
  - a. Click "Make Payment".

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	My Request													
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1	Sequence Number 11	Request Identification 11	Amount 11	Payment Method	Request Date 11	Application Status 11	Tracking ID 11	Action 11						
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b. You will be redirected to the **Payment Summary** page. Select **Landbank** to pay the request, then click "**Make Payment**".

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	Requestor Details			Request	Details	
lequestor Name			Transaction Reference	e Number		SP2021000000
Mobile Number				Payment	Details	
Email Address Shipping Address		BUKIDNON, 8715	Total Amount Due			₱ 721.3
		Tit	le Details			
Sequence Number	Registry of Deeds	Title Type	Title Number	Number of Copies	Number of Pages	Amount
				1	4	₱721.:
1 *Note: Fee may be subject to rea	Batangas, Lemery Branch ssessment based on the final page count of the n	equested Title				
1 "Note: Fee may be subject to rea LANDEA O 1.89	Batangas, Lemery Branch seessment based on the final page count of the n	equested Title Select Pa	yment Gateway			
1 Note: Fee may be subject to rea LANDRA O . 59	Batangas, Lemery Branch ssessment based on the final page count of the n	equested Title Select Pa	yment Gateway			

c. You will be redirected to the Landbank ePayment System and you will need to provide your **Landbank account details**, then click "**Submit**".

Choose Landbank ATM in the Payment Mode options.

(@Pay	ment System	erseas pino <mark>Bank</mark>	
Payment Mo Payme	" nt Mode		VISION
E LRA E Payment Customer Na Rafumence N EPEB Payment For	Details me		By 2023, LAPICBRANK shall be the leading universal bank that promotial inclusive growth, especially in the unbanked and underserved areas, frecough the delivery of innovative financial products and services powerred by digital banking platforms.
LRA Fee LTCP Fee LBP Fee TOTAL AMO P Please se BANCNET D LANDBAN	45.00 10.00 JNT PHP In a lect a payment mode Online		MISSION To Our Clients and Publics: Wis provide accessible and best technology solutions to deliver timely and responsive financial and support services to meet the needs
Subolt			of our clients, especially Small Formers and Flatters (SFFs), More, Small and Medium Enterprises (MSMEs), Countryside

**Important Note:** The Bancnet Online is not yet available as payment mode for the eSerbisyo Portal.

# 13. To Pay Later,

a. Click "Payment Link".

-	•	LAND REGIS	TRA	TION AUTHORITY											0	encellan temper	Citizen
	My	Request															
•		Searc	ħ	Bafreeh Search by Title Number													
1		Sequence Number	п	Request Identification		Amount []	Payment Method		Request Date		Application Status	Tracking ID	11		Action	L	11
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- Are you sure you want to pay later?
- b. A pop-up window will appear "Are you sure you want to pay later?". Click "Yes".

c. After reading the message, click "**OK**".



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d. When you are ready to pay, go to "**My Request**" Module in your account, select the request then click "**Make Payment**". You may also click the link sent to your email address reminding you to pay for your request.

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RA eSerbisyo Portal	My Request		
	Search by the Number		
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to m	k Exercisiyo eserbisyogijus gov (m <u>318</u> senagna.net 11.00 AM (44 minutes ago) 52 <b>*</b> 2 16 *		
	Dear		
	Your request for Certified True Copy of Title has been submitted to LRA.		
Your Transaction Reference Number is eSP2021000000045.			
Total Amount due is #918.32.			
Please click the link below to proceed with payment.			
	https://esetblavo.tra.gov.ph/Payment/PayLater/Token=UEdrCsa%2b2Ajd0K6HjuASIV6fnzebAn2UBM MEAvM/DAwM/DAwMDU%3d		
	Thank you.		
	LRA eSerbisyo Team		
	*This is a system generated message. Do not reply.		

- e. You will be redirected to the **Payment Summary Page**. Follow **steps 12c to e** for payment instructions.
- 14. After successful payment, your request for CTC of Title will be sent to your shipping address in the Philippines through a courier.
- 15. You may check the status of all submitted/or paid requests through the "**My Request**" page.

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