

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

A. The eSerbisyo Portal

The eSerbisyo Portal (“eSP”) is an online system accessible to all clients anytime and anywhere for the purpose of requesting Certified True Copy (“CTC”) of titles in the custody of various Registries of Deeds (“RD”) in the country.

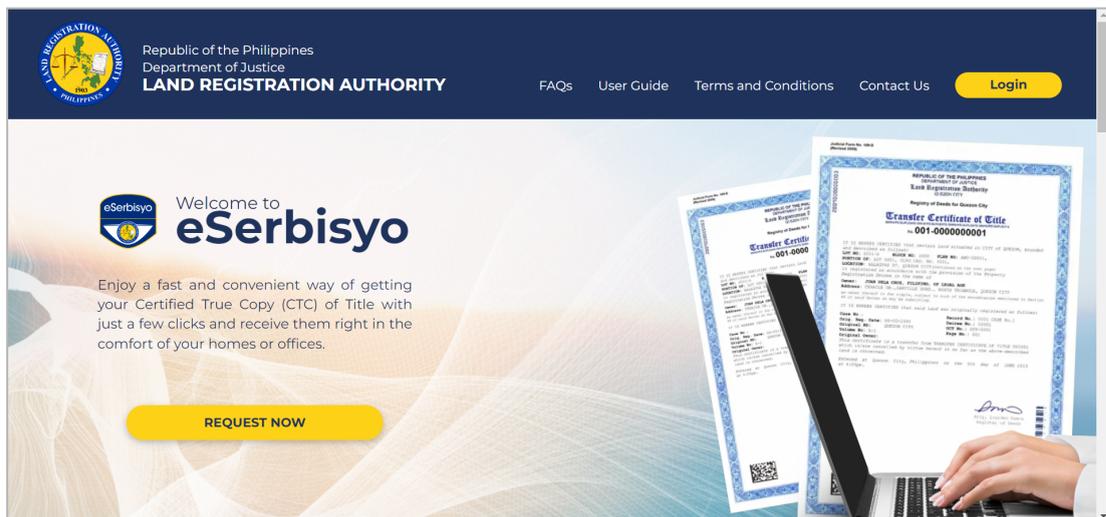
B. Purpose of this Guide

This User Guide provides detailed steps to be followed by users in requesting a CTC.

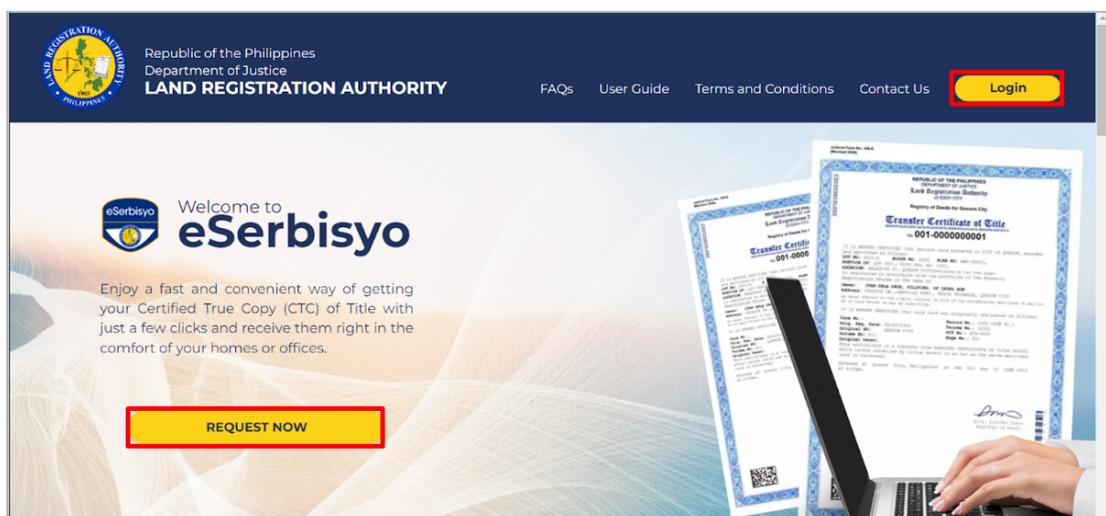
C. Procedure on Requesting a CTC

Follow these steps when transacting through the eSP:

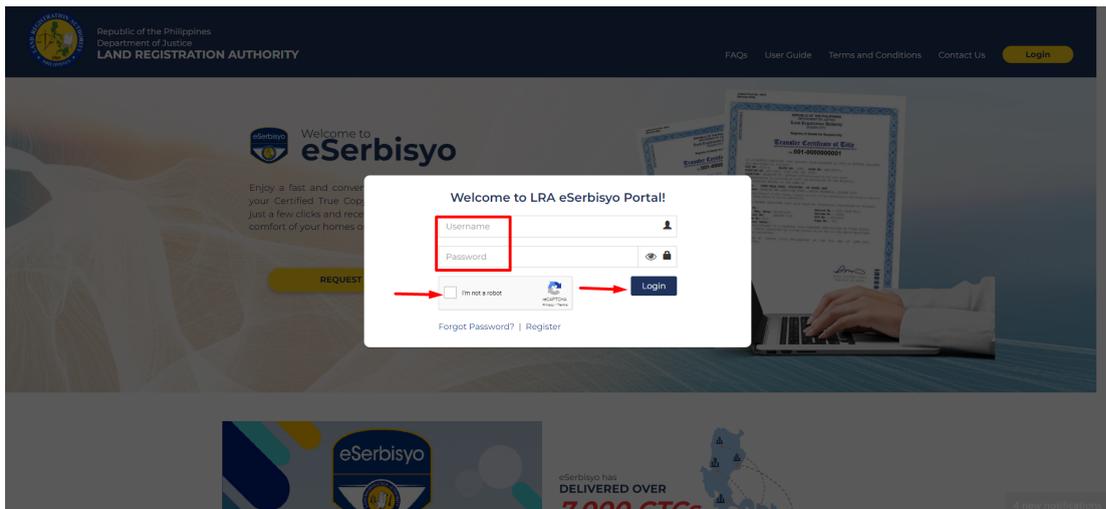
1. Visit the eSP official webpage: www.eserbisyo.lra.gov.ph.



2. Look for the **Login** at the top-right or **Request Now** button at the left of the webpage.



3. Input your **Username** and **Password**. You may use the view button to check the accuracy of your user credentials.



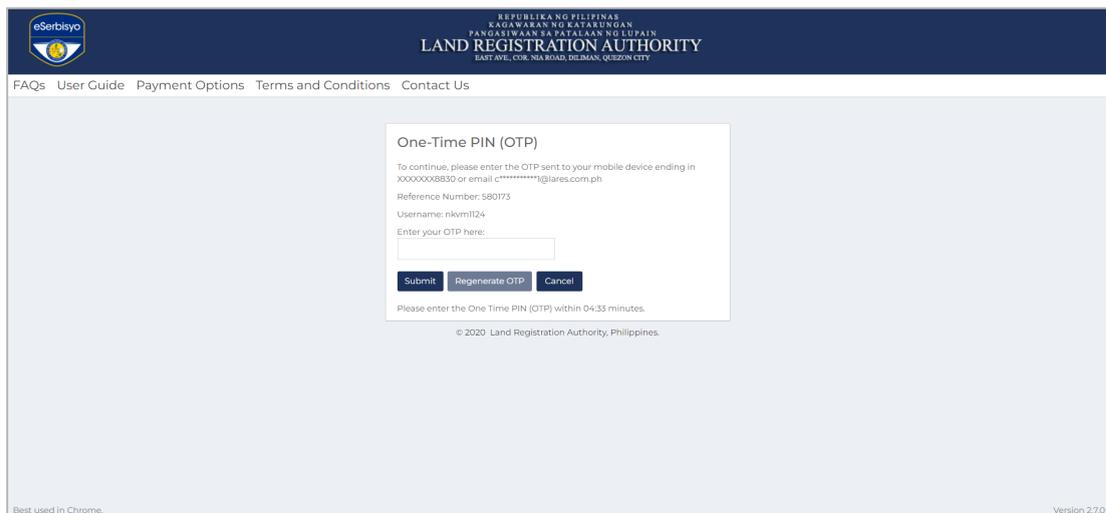
- 3.1. Tick the checkbox **I'm not a robot** which will appear after providing login details, then click **Login**.

⚠ Note:

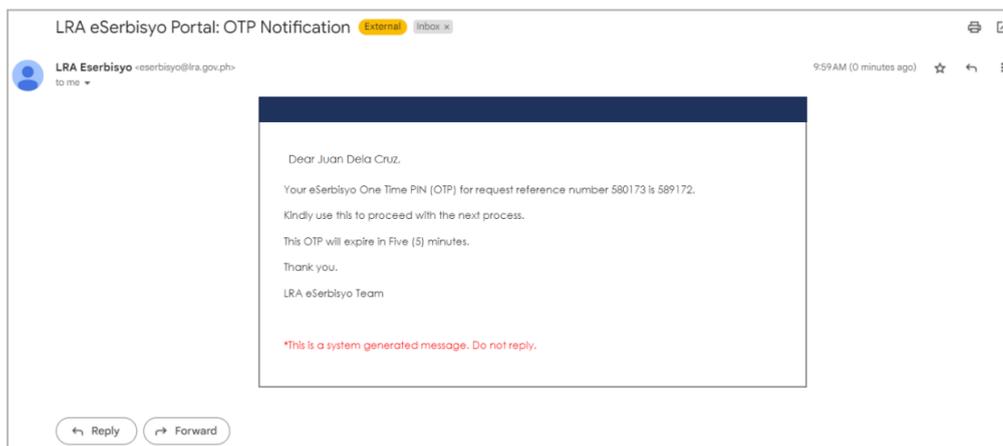
- Account will be locked after **five (5) unsuccessful attempts**.
- If you don't have user credentials, refer to the User Guide for Account Registration for the step-by-step instructions.

4. A **One-Time-Pin (“OTP”)** dialog box will appear. In the text box, input the OTP sent to your registered email address and/or mobile number, then click **Submit**.

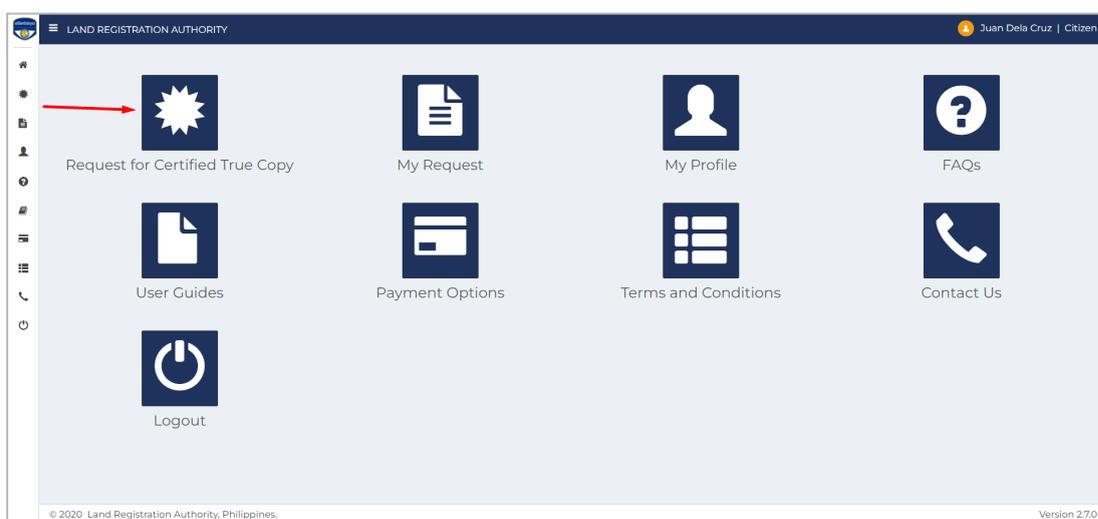
Make sure the mobile number and email address you provided are active and accessible.



- 4.1. You can click the **Regenerate OTP** button if you haven't received any OTP after five (5) minutes.



5. Once logged in, you will be redirected to the eSP Home Page. The different buttons on the homepage are:



- 5.1. Request for Certified True Copy - to request a CTC;
 - 5.2. My Request - to view or update the list of requested CTCs;
 - 5.3. My Profile - to view or update user's account information;
 - 5.4. FAQs - to view all commonly asked questions;
 - 5.5. User Guides - to view or download available user guides about the eSP;
 - 5.6. Payment Options - to check all available payment options;
 - 5.7. Terms and Conditions - to read the rules and guidelines about the eSP;
 - 5.8. Contact Us - to allow the user to contact eSP easily; and,
 - 5.9. Logout - to end the session.
6. Click the **Request for Certified True Copy** button to request for a CTC of your title.

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

- Details in the **Requestor Information** text fields are based on the personal information provided during account registration. These text fields are not editable.

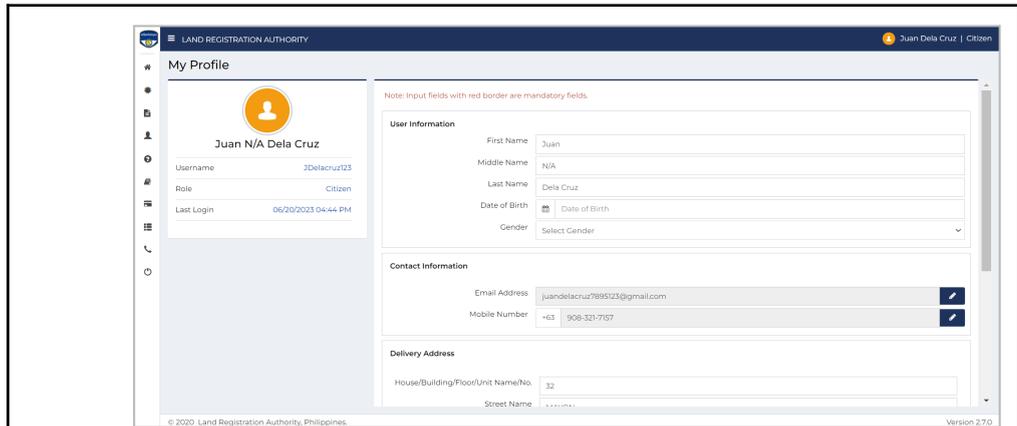


Note:

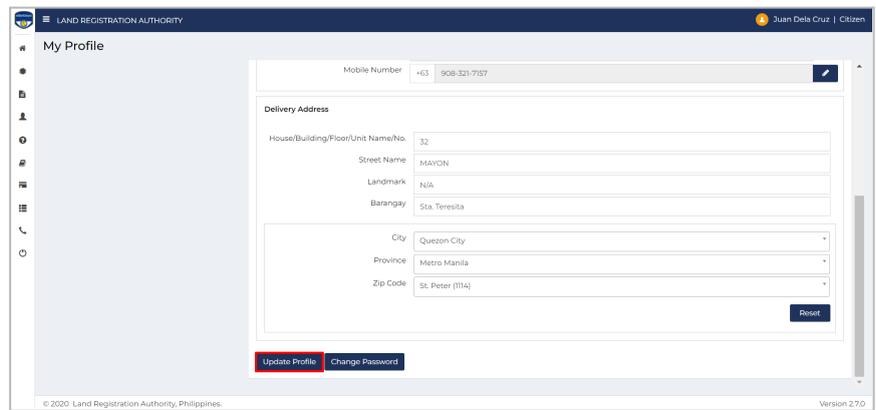
To edit the text fields on the **Requestor Information** follow these steps:

- At the top-left part of the webpage, click the menu button . Click **My Profile**.

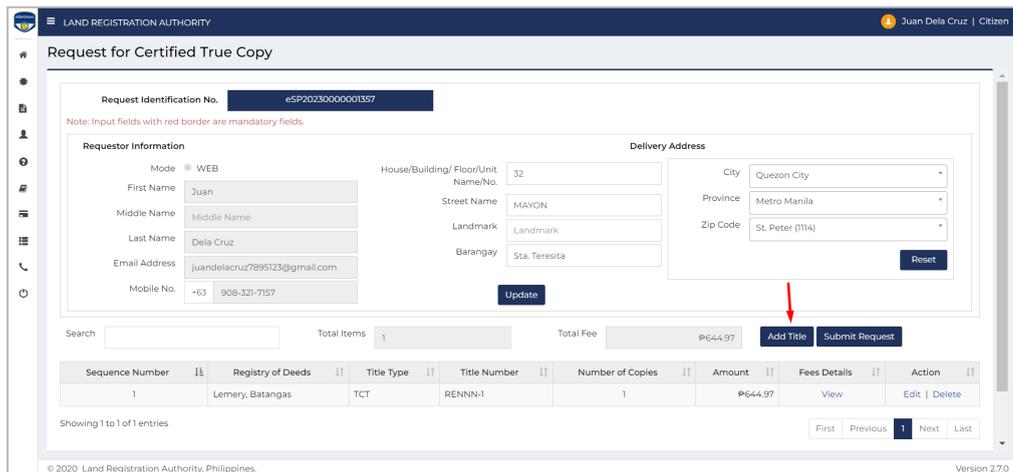
- Update each text field with the correct details.



3. The **Shipping Address** can still be changed depending on where you want the CTC mailed. Just click **Reset** and type the new address. Click **Update Profile** to apply changes made.



7.2. Click **Add Title**.

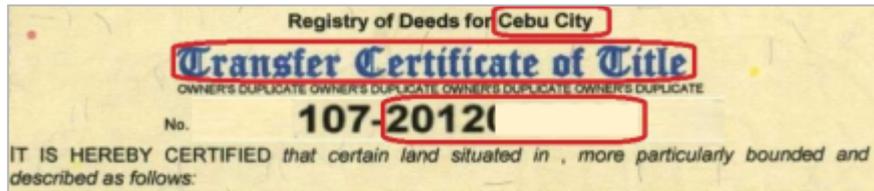


7.3. A pop-up window will appear. Provide the details of the title subject of the CTC request. Please double check all the title information before saving. Click **Save** once finished.

The screenshot shows the LRA website interface. At the top, it says 'LAND REGISTRATION AUTHORITY' and 'Juan Dela Cruz | Citizen'. The main heading is 'Request for Certified True Copy'. Below this, there's a 'Request Identification No.' field with the value '65P2023000000357'. A note states: 'Note: Input fields with red border are mandatory fields.' The 'Requestor Information' section includes fields for Mode (WEB), First Name (Juan), Middle Name, Last Name (Dela Cruz), Email Address (juandelacruz7895123@gmail.com), and Mobile No. (463 908-321-7157). A modal window titled 'Request for Certified True Copy' is overlaid, with the following fields: 'Registry of Deeds' (Lemery, Batangas), 'Title Type' (Choose here), 'Title Number' (Title Number), and 'Number of Copies' (Number of Copies). There are 'Save' and 'Cancel' buttons at the bottom of the modal. In the background, there's a table with one entry: Sequence Number 1, Registry of Deeds Lemery, Batangas, Title Type TCT, Title Number RENN-1, Number of Copies 1, Amount P644.97, Fees Details View, and Action Edit | Delete. The footer shows '© 2020 Land Registration Authority, Philippines' and 'Version 2.9.0'.

! Note:

- Clicking the **i** button will guide the user on where to find the required information.



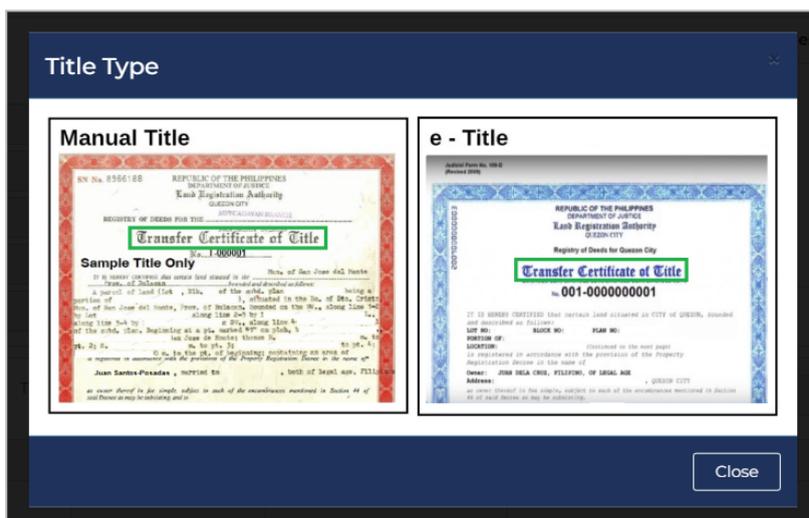
- Registry of Deeds ("RD")** - transactions in eSerbisyo are made per RD. Requests involving multiple titles in different RDs must be filed separately.



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

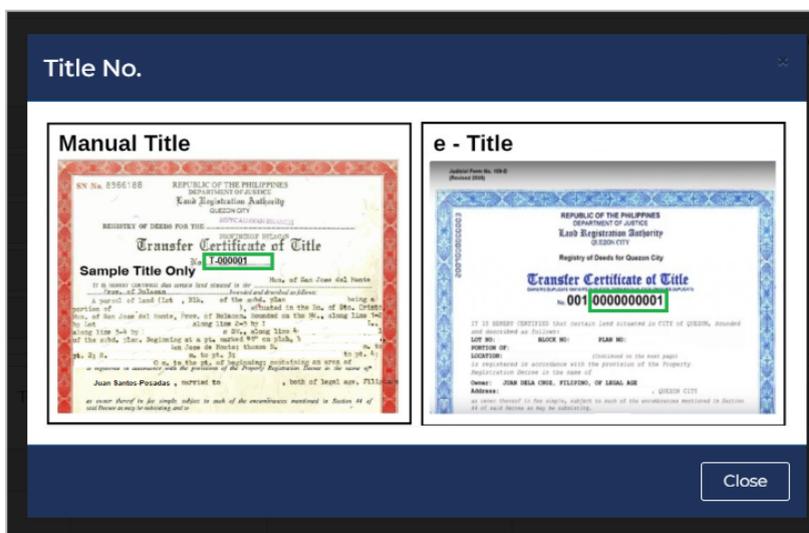
- 2.1. Original Certificate of Title ("OCT");
- 2.2. Transfer Certificate of Title ("TCT"); and,

2.3. Condominium Certificate of Title (“CCT”).

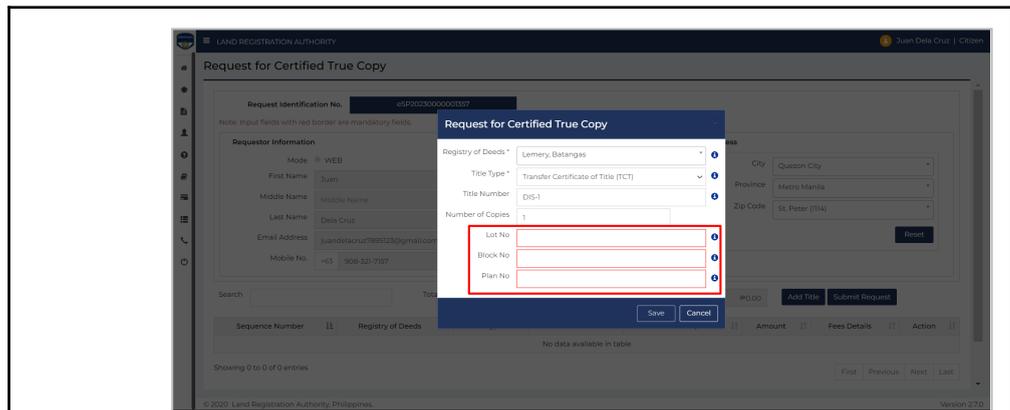


3. Title Number - Follow these rules when entering title numbers:

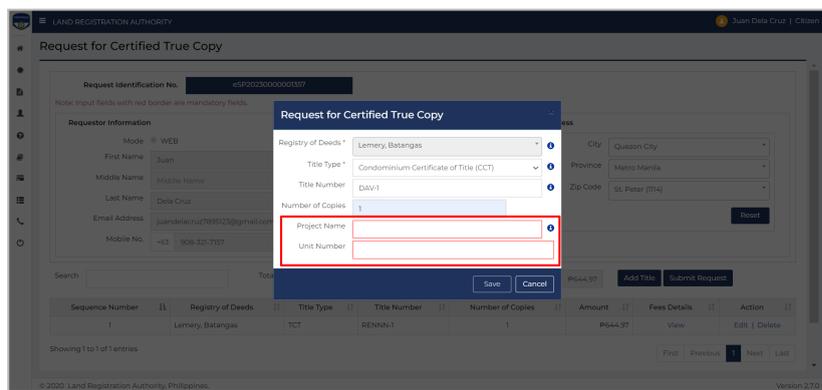
- 3.1. For manual titles, input the alphanumeric code below the title type (e.g., T-000001).
- 3.2. For eTitle/cTitles, **PLEASE DO NOT INCLUDE THE RD CODE** or the first three digits (e.g., 001).



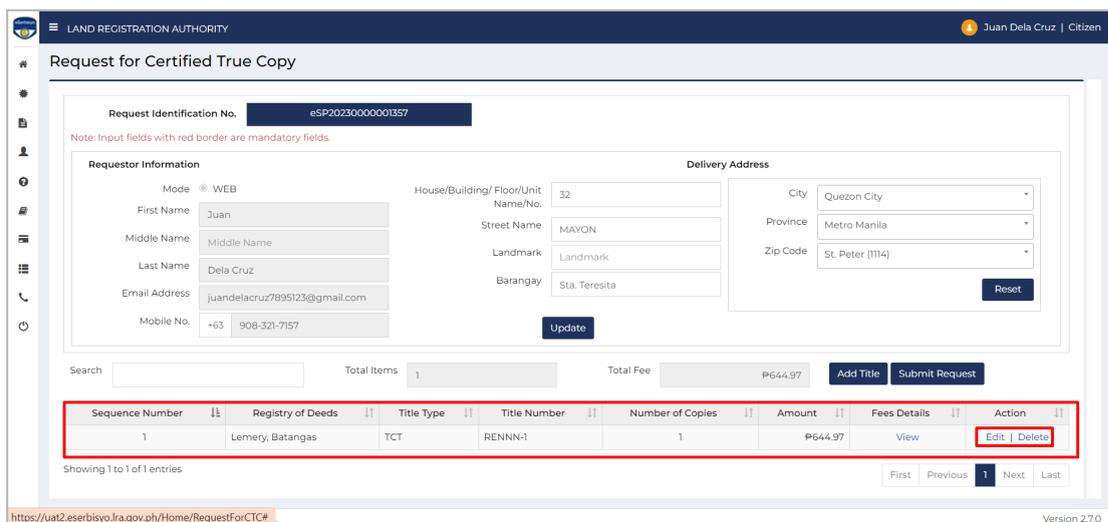
- a. If the requested **Title Number has a duplicate (i.e., same title number kept in the same RD)**, you will be required to provide additional information on the Plan, Block and Lot Numbers for OCT and TCT.



b. For CCT, you will be required to provide additional information on the Project Name and Unit Number.



8. If the requested Title Number is in the LRA database, a summary reflecting fees based on the number of copies are shown on the table (in red). You can also **Edit** or **Delete** the request on the action column.



Note:

- If the requested Title Number is not in the LRA database, a pop-up window will advise you to visit the nearest RD or to contact helpdesk.eserbisyo@lra.gov.ph for assistance.

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

The screenshot shows the 'Request for Certified True Copy' page. At the top, the 'Request Identification No.' is eSP2023000001357. Below this is a form with two main sections: 'Requestor Information' and 'Delivery Address'. The 'Requestor Information' section includes fields for Mode (WEB), First Name (Juan), Middle Name, Last Name (Dela Cruz), Email Address (juandelacruz7895123@gmail.com), and Mobile No. (+63 908-321-7157). The 'Delivery Address' section includes House/Building/ Floor/Unit Name/No. (32), Street Name (MAYON), Landmark, Barangay (Sta. Teresita), City (Quezon City), Province (Metro Manila), and Zip Code (St. Peter (1114)). There is an 'Update' button below the form. Below the form is a summary bar with 'Total Items: 1' and 'Total Fee: ₱644.97'. To the right of the summary bar are two buttons: 'Add Title' and 'Submit Request'. A red arrow points to the 'Add Title' button. Below the summary bar is a table with the following data:

Sequence Number	Registry of Deeds	Title Type	Title Number	Number of Copies	Amount	Fees Details	Action
1	Lemery, Batangas	TCT	RENNN-1	1	₱644.97	View	Edit Delete

At the bottom of the page, there is a pagination control showing 'Showing 1 to 1 of 1 entries' and buttons for 'First', 'Previous', '1', 'Next', and 'Last'. The footer contains '© 2020 Land Registration Authority, Philippines.' and 'Version 2.7.0'.

9. After adding the title, click **Submit Request**.

This screenshot is identical to the previous one, but the red arrow now points to the 'Submit Request' button. The 'Add Title' button is now disabled. The table and other elements remain the same.

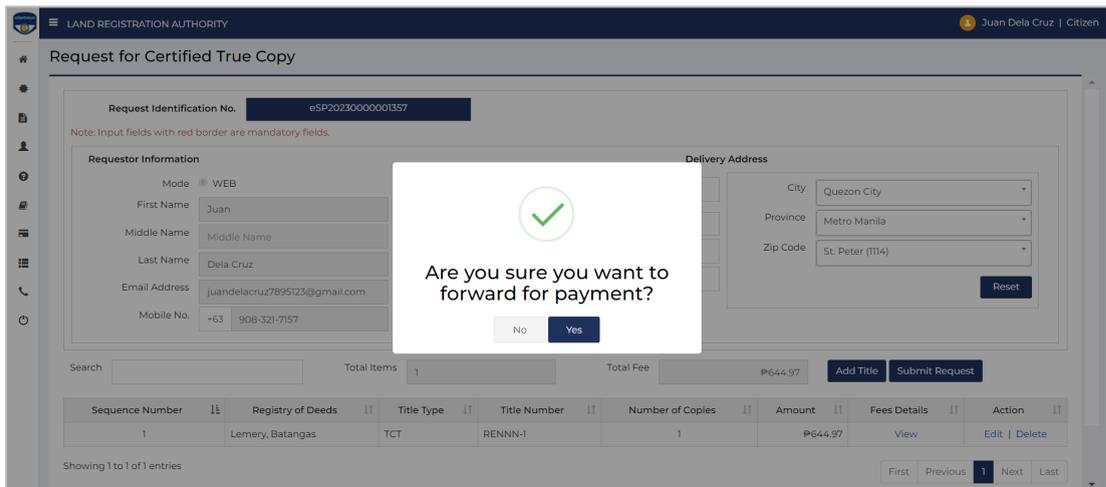
10. Once a request is submitted, a pop-up window will appear. If you agree with the statements, click **Proceed**.

The screenshot shows the same web portal as before, but with a pop-up window in the center. The pop-up window has the title 'Please read the statements below:' and contains the following text: 'By proceeding with this request, you confirm/agree that:'. Below this are three numbered statements:

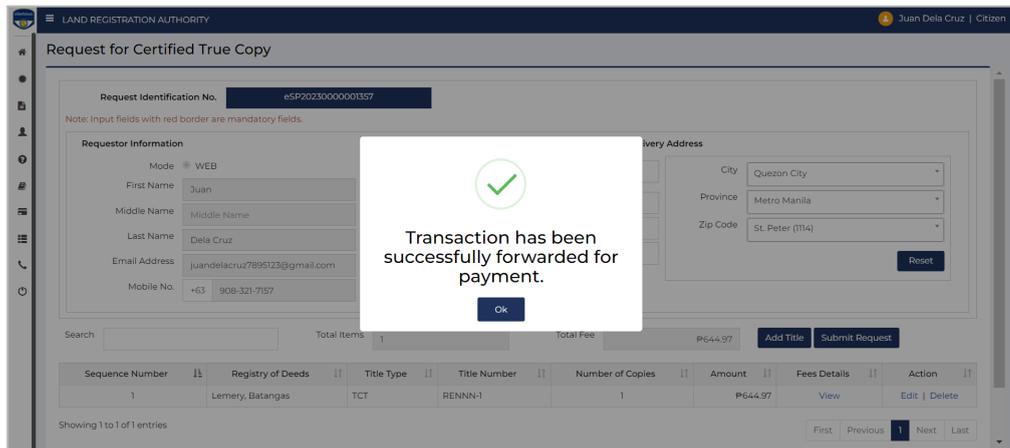
1. The information you provided is accurate and up to date.
2. An authorization letter along with your valid ID and representative's ID shall be required if you will not be able to receive the document personally.
3. A maximum of two (2) delivery attempts shall be made to your shipping address.

At the bottom of the pop-up window are two buttons: 'Cancel' and 'Proceed'. The background of the web portal is dimmed.

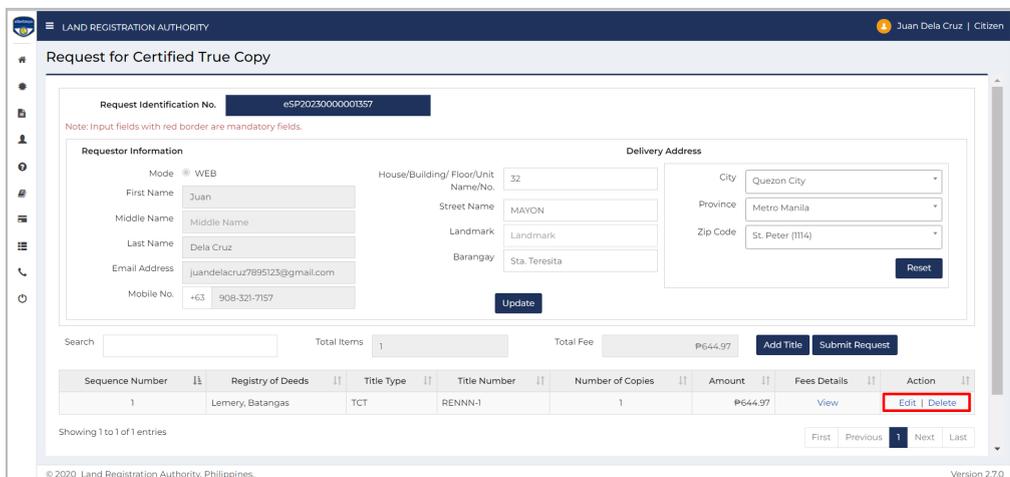
11. A confirmation message will appear. Choose **Yes** to continue with the action. Select **No** to drop the action.



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



- 11.2. If you clicked **No**, you will stay on the **Request for Certified True Copy** page where you can still **Edit** or **Delete** your request.

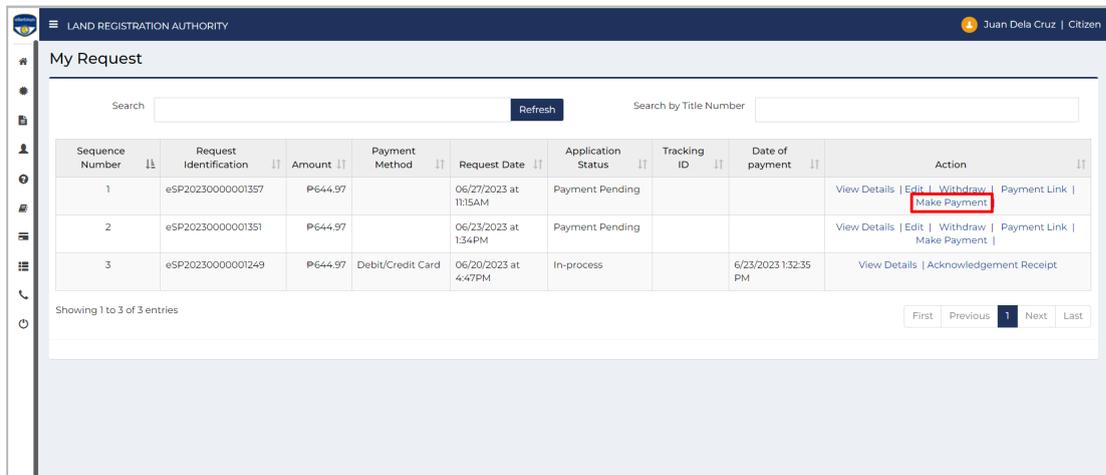


12. After checking the details, select the transaction that you want to pay.

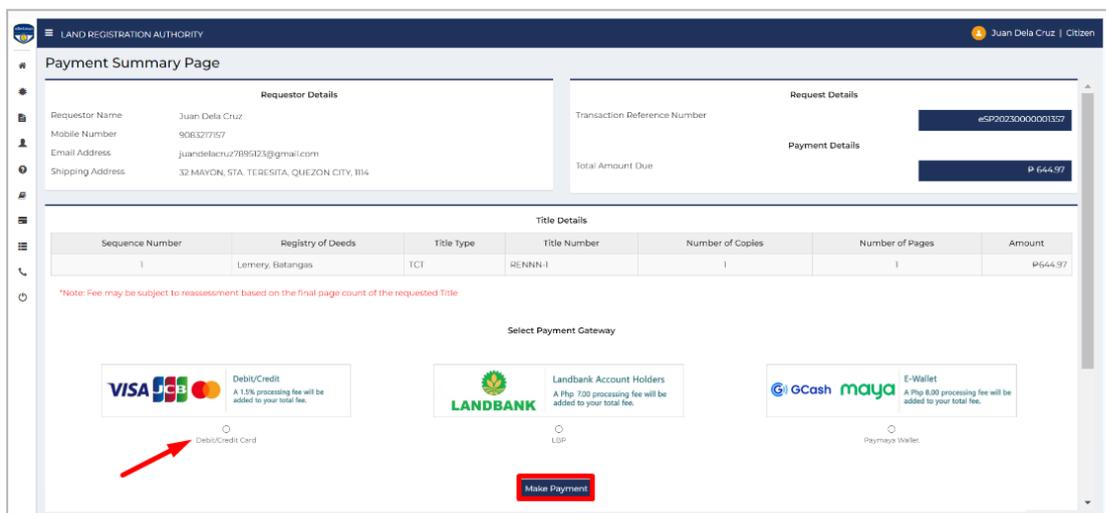
D. Guide on Payment Processing

To Pay the request immediately:

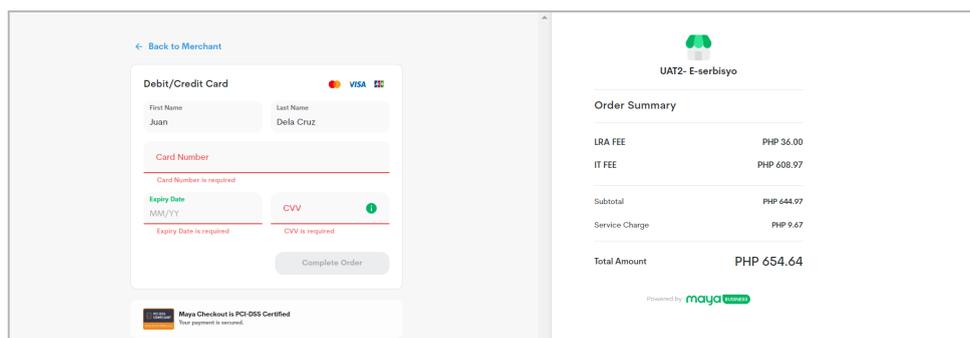
1. Click **Make Payment**.



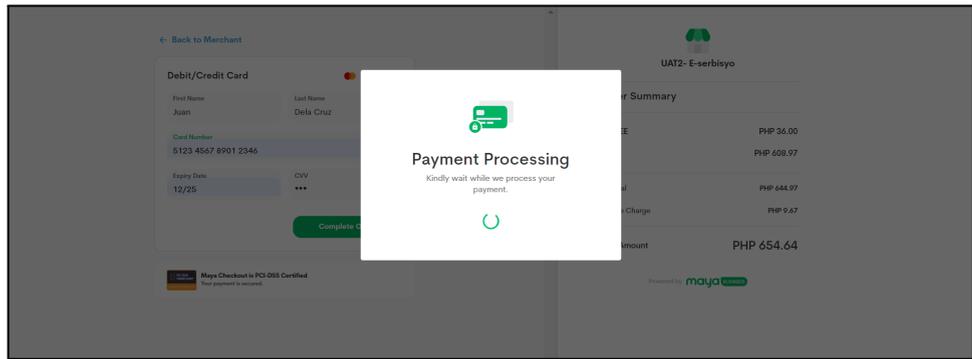
2. You will be redirected to the **Payment Summary Page**. Select your preferred payment options (**Debit/Credit Card, Landbank ATM, eWallet**), then click **Make Payment**.



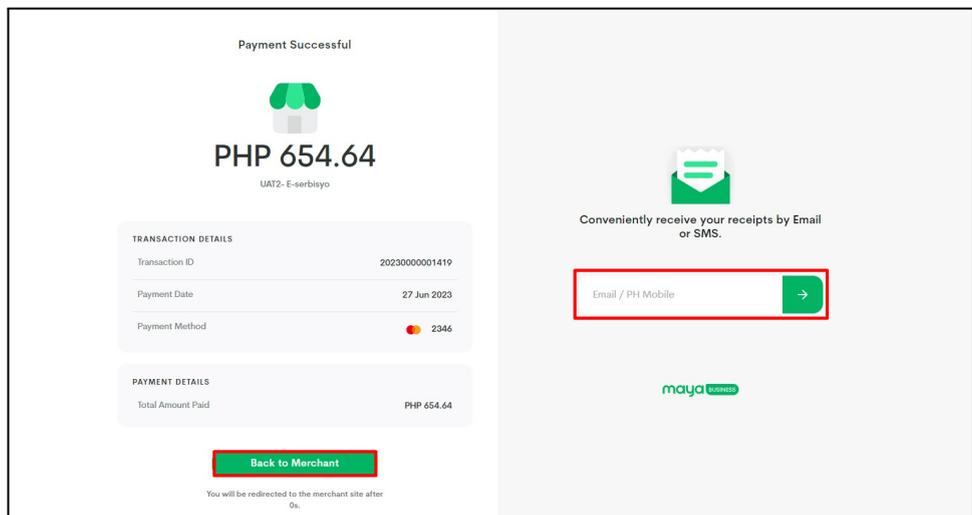
- 2.1. For Credit Card, enter card details for payment, then click the **Complete Order** button.



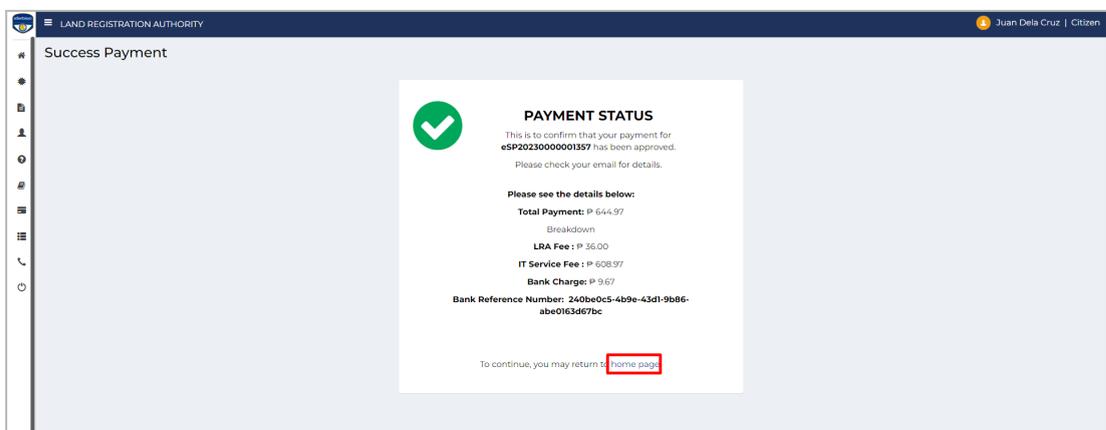
- 2.2. A Notification window will appear stating “*Kindly wait while we process your payment.*”



- 2.3. You may enter either your *email address or mobile number* to receive a payment confirmation. You will be redirected to the Payment Successful page or you can click the **Back to Merchant** button.

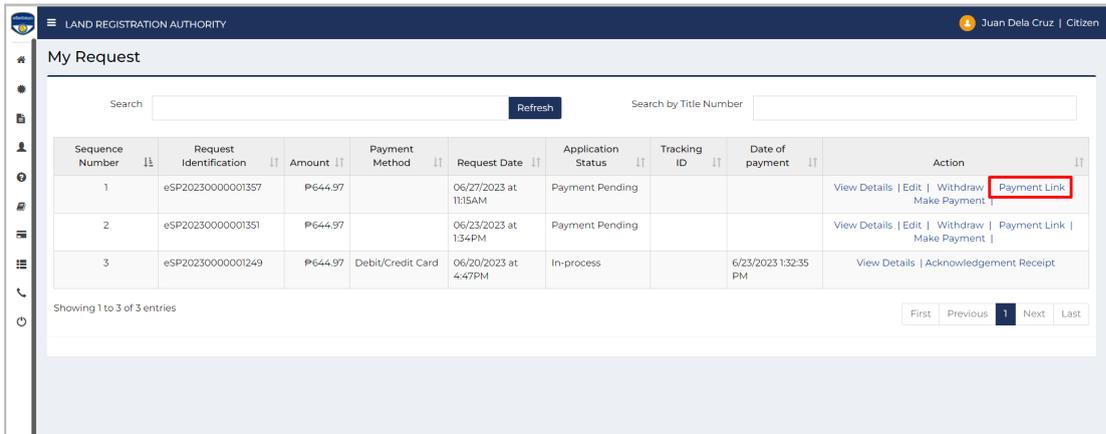


3. For **successful** payment, a Payment Acknowledgment Receipt notification will be sent to the email address and/or mobile number. Click the **home page** link to go back to the eSP Landing Page.

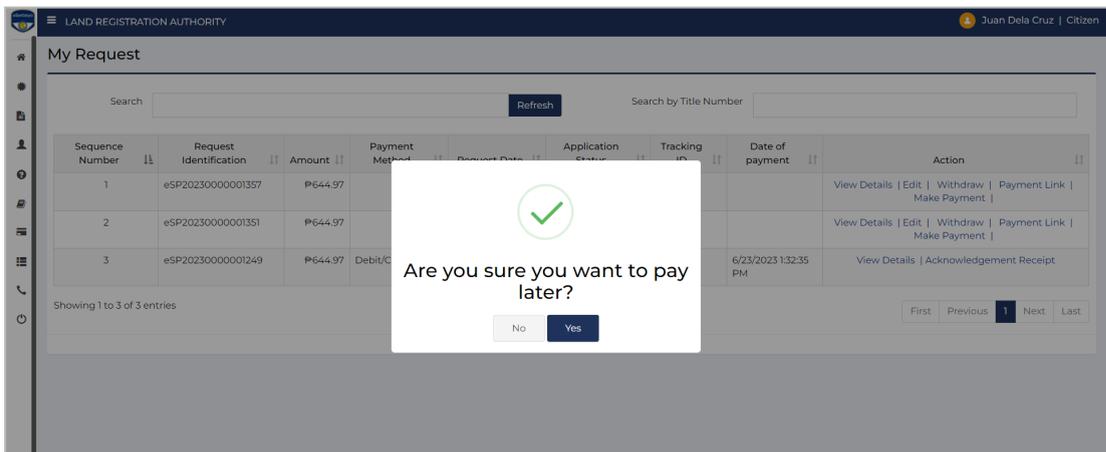


If you opt to **Pay Later**,

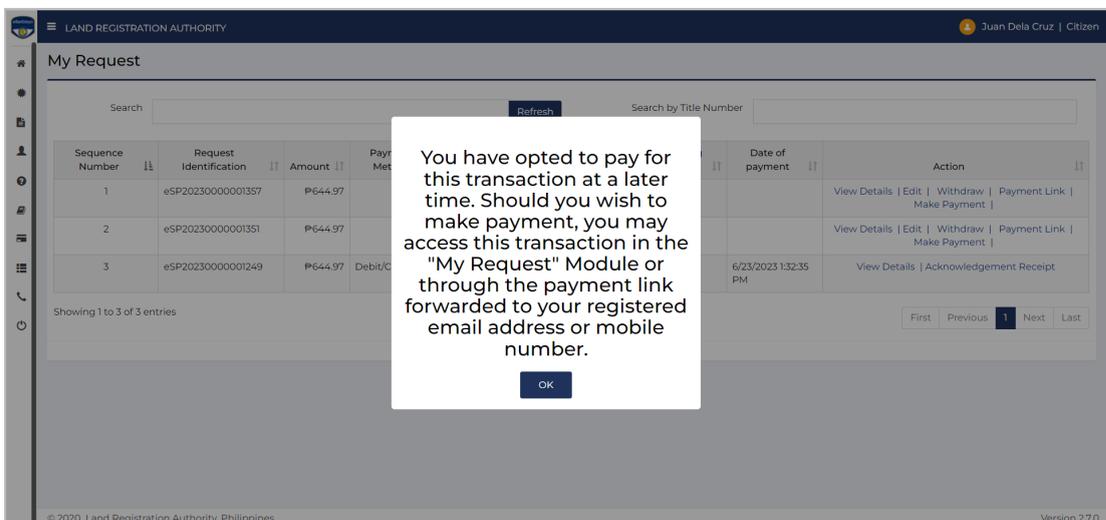
1. Click **Payment Link**.



2. A pop-up window will appear, "Are you sure you want to pay later?." Click **Yes**.



3. After reading the message, click **OK**. Otherwise, select **NO** to go back to **My Request** page.



4. When you are ready to pay, go to the **My Request** module. Select the **Request Identification Number**, then click **Make Payment**.

