**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**.

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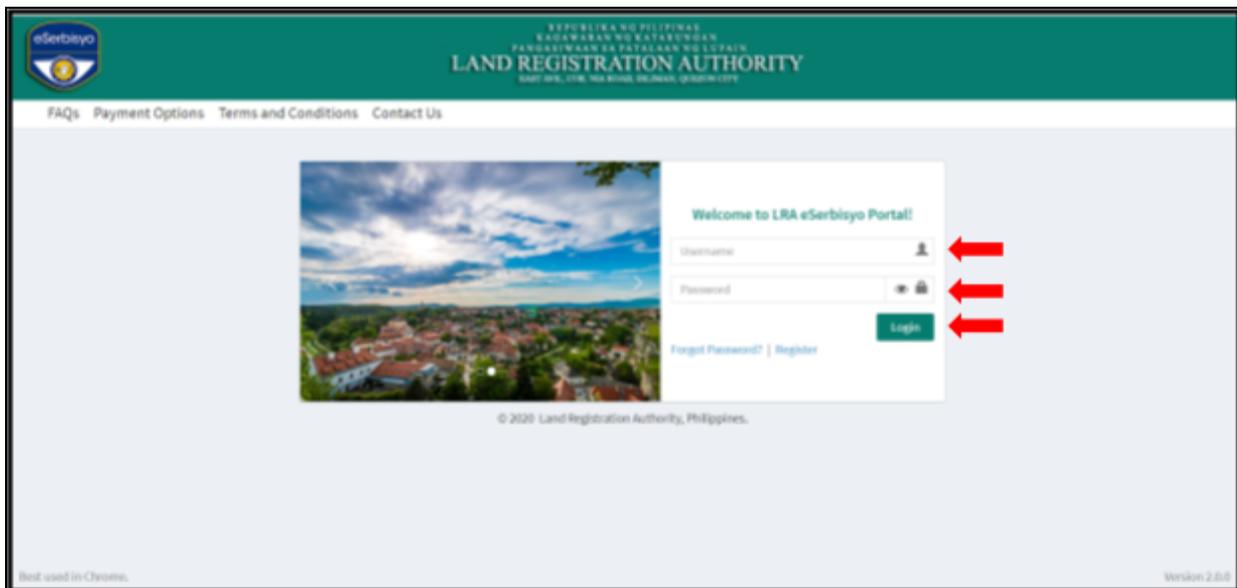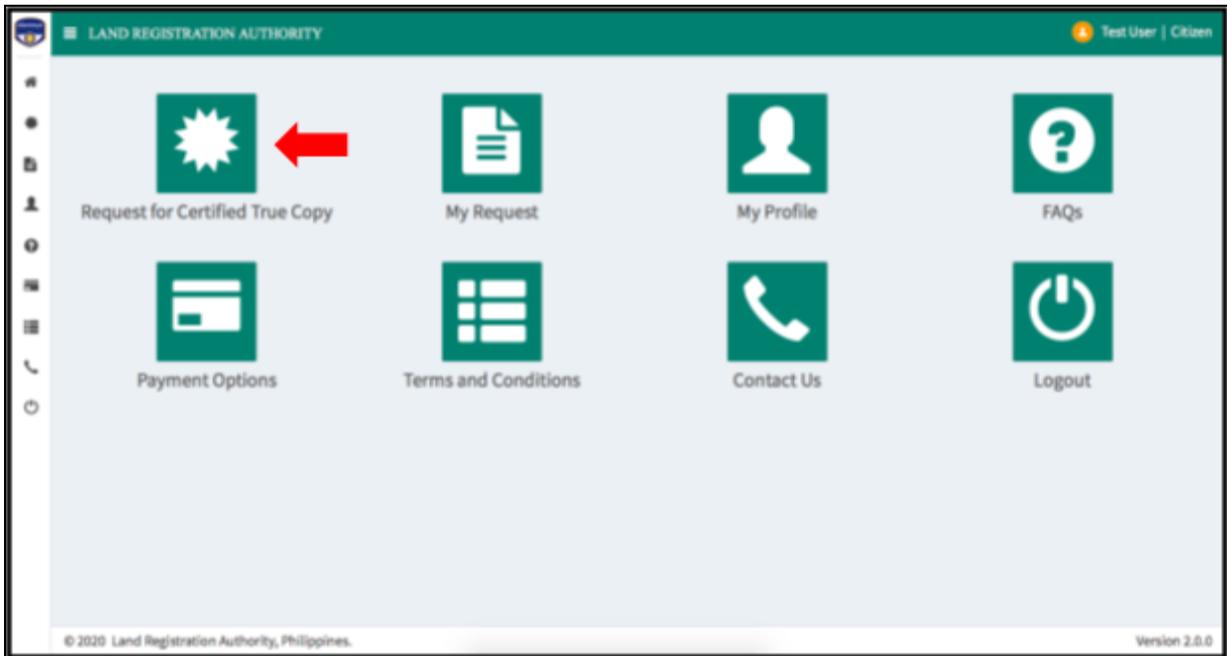
3. You will be redirected to the next page. Type the **One-Time-Pin ("OTP")** that will be sent to your registered mobile number and/or email address in the box provided, then click "**Submit**". If you do not receive an OTP in your mobile number and/or email address, click "Regenerate OTP".

> Note: Make sure that the mobile number and email address that you provided upon account registration in eSerbisyo is active or working.
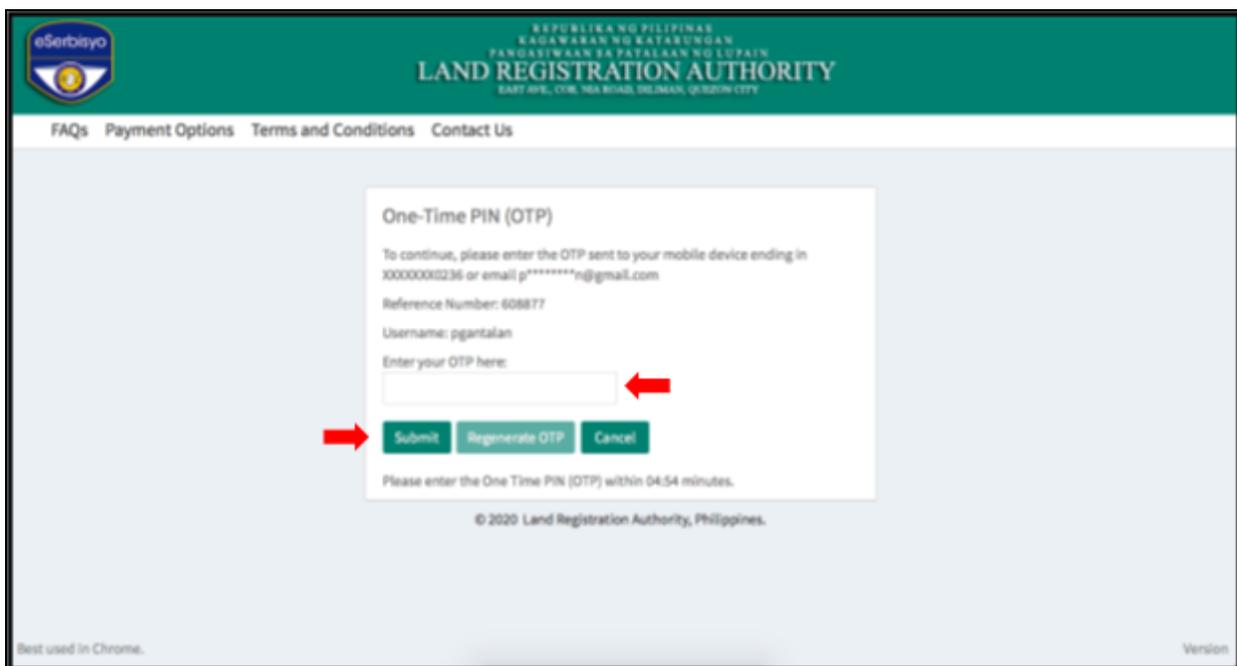
4. After successful login, you will be redirected to the Home Page. To make a request for a Certified True Copy of title, click "**Request for Certified True Copy**" icon.

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

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

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, **PLEASE DO NOT INCLUDE THE RD CODE** (e.g., 107) that appears on the title. Please refer to the sample entry below based on the image above.

    Registry of Deeds :   **Cebu City**

    Title Type: **Transfer Certificate of Title (TCT)**

    Title Number: **2012XXXXXX**

    Number of Copies: **1**

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..

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.

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

of the eSerbisyo website.

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

7. After adding the title, click "**Submit Request.**"

8. A pop-up window will appear if you want to pay, click "**Yes**" to confirm.
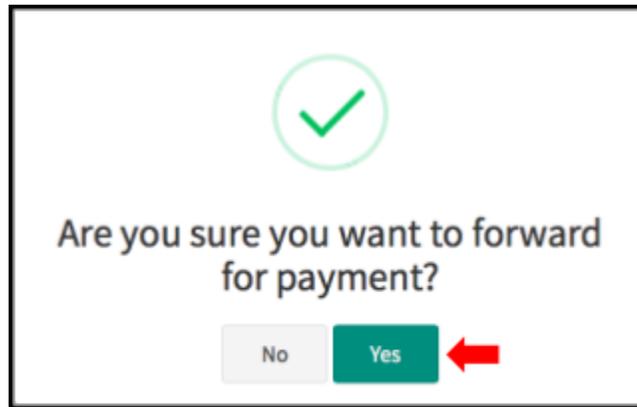
9. If you clicked "**Yes**", a pop-up window will appear confirming that the request has been forwarded for payment.
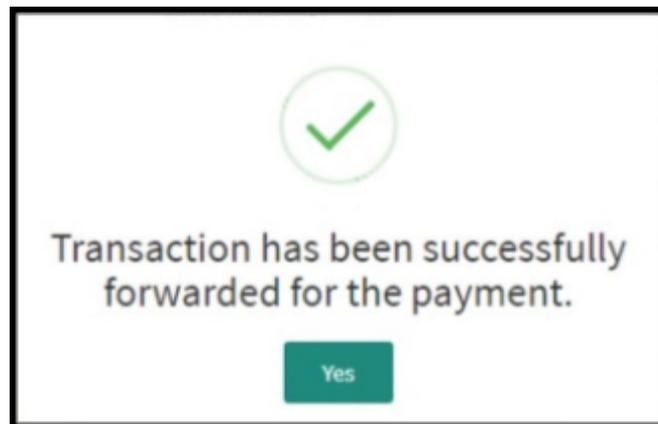

10. If you clicked "**No**" in step 8, you will need to go to the "**My Request**" page to be able to pay for the CTC request. You may still review the details by clicking "**View Details**", edit the request by clicking "**Edit**", and withdraw the request by clicking "**Withdraw**".
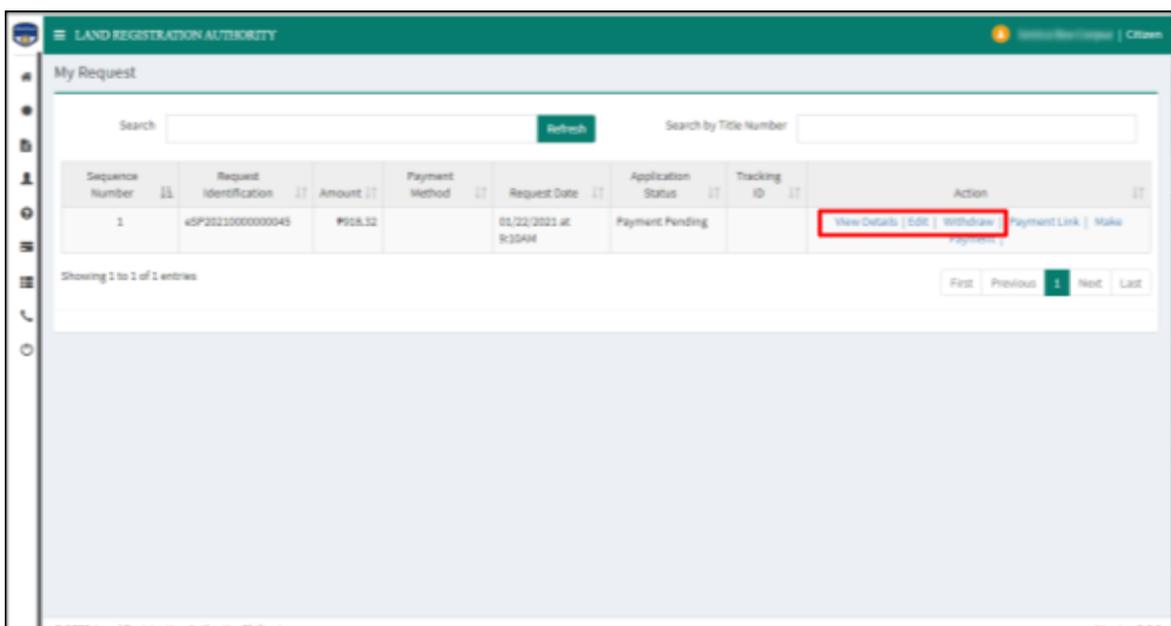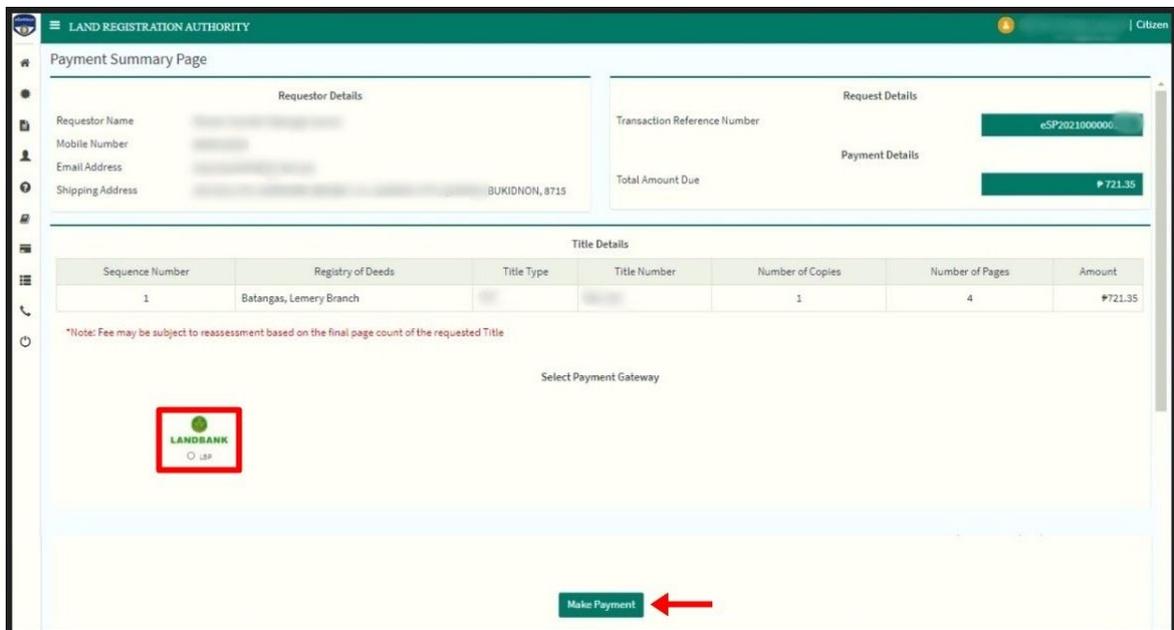
11. After checking the details, select the transaction that needs to be paid. You can either pay it immediately or pay it later.

12. To Pay it immediately,

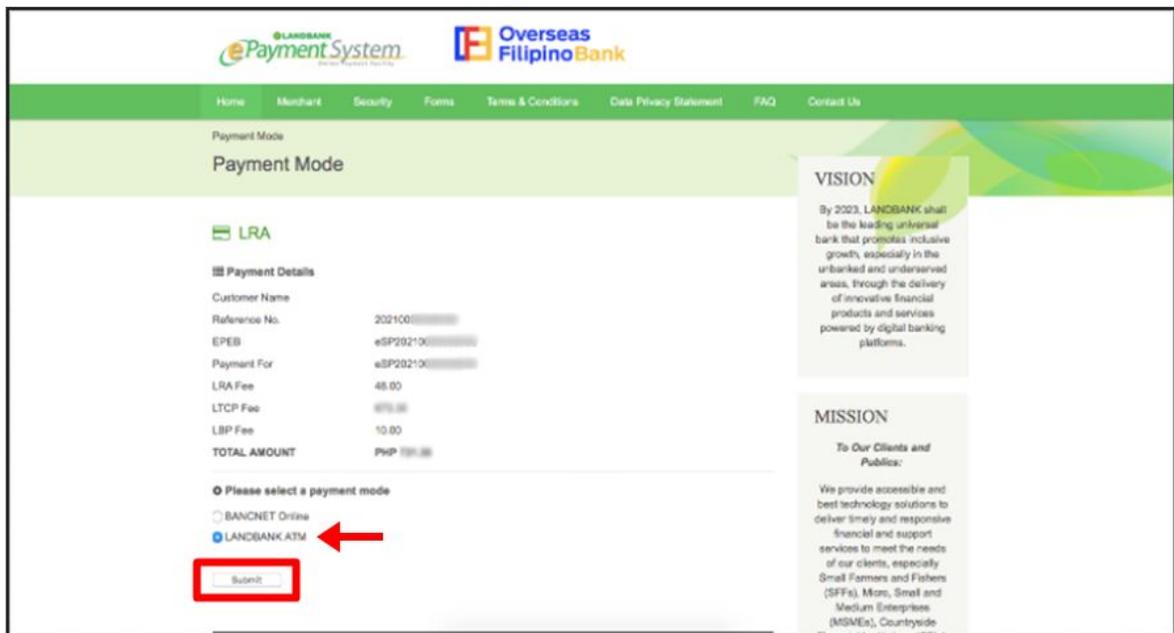   a.   Click "**Make Payment**".
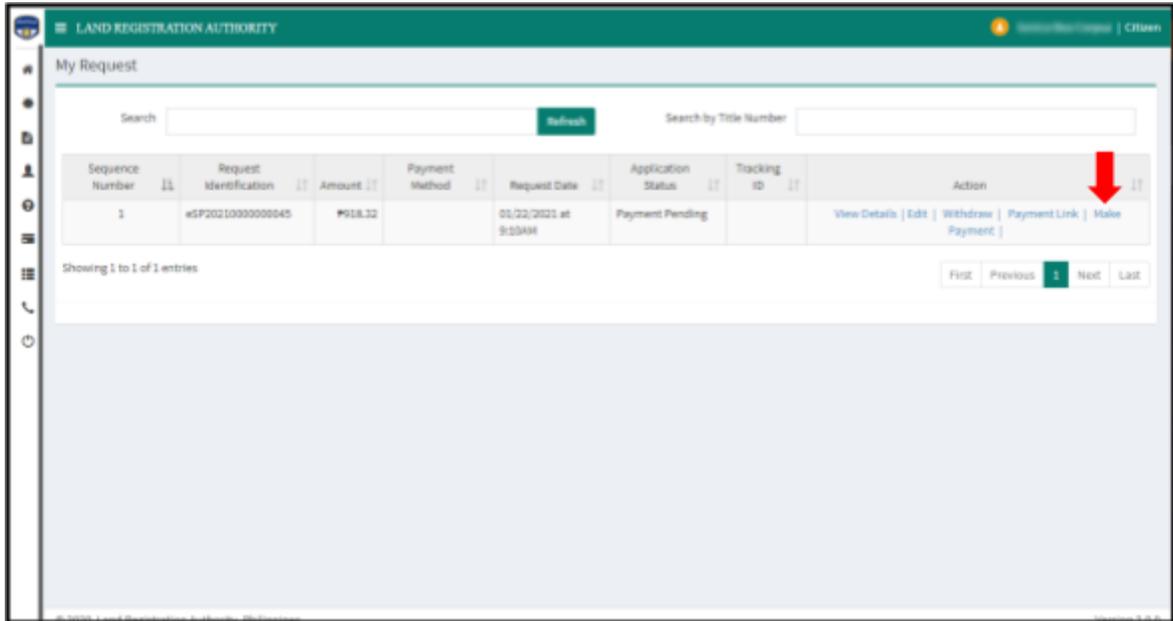
    b.   You will be redirected to the **Payment Summary** page. Select **Landbank** to pay the request, then click "**Make Payment**".

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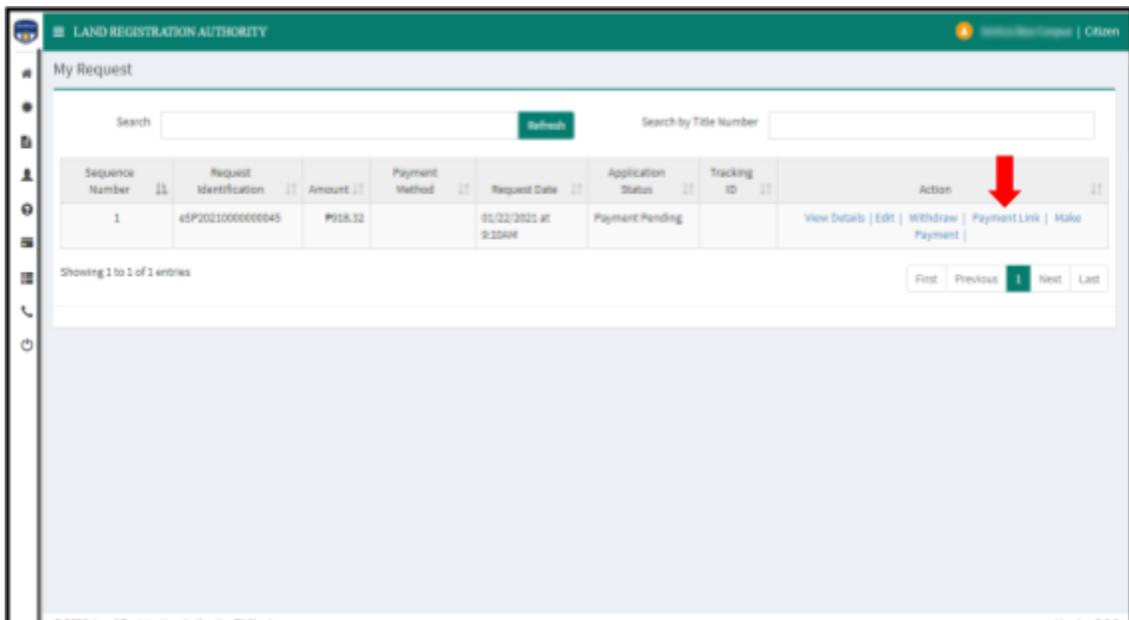
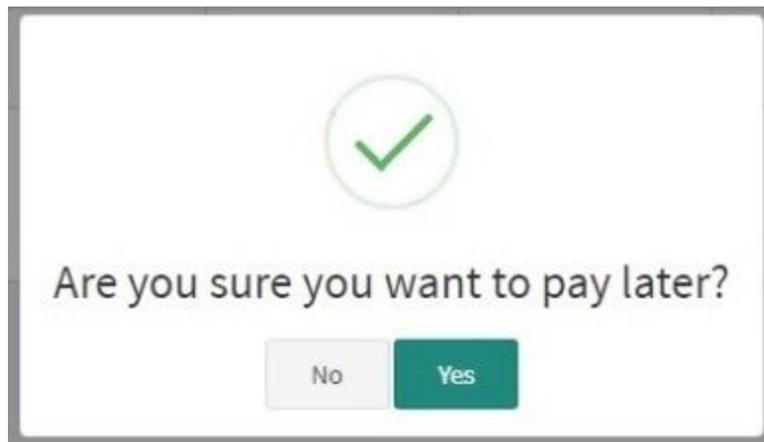   Choose **Landbank ATM** in the Payment Mode options.

Important Note: The Bancnet Online is not yet available as payment mode for the eSerbisyo Portal.
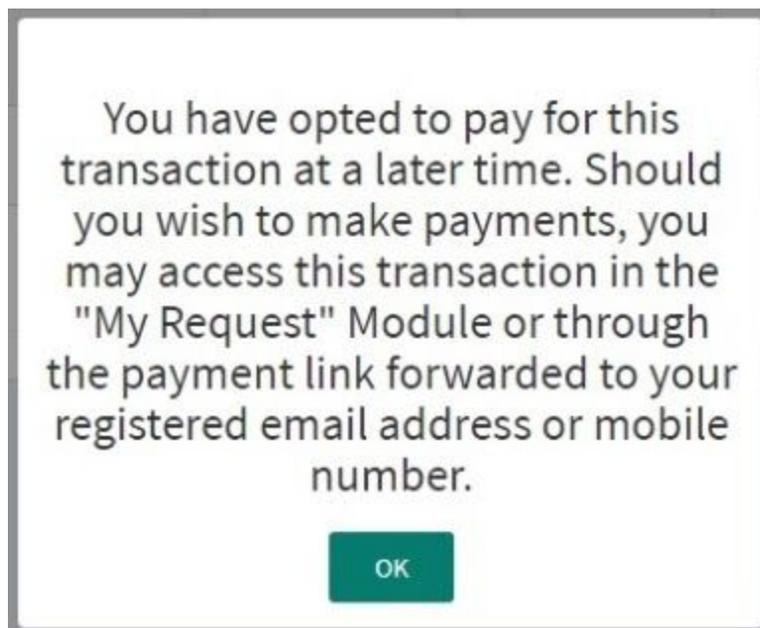
13. To Pay Later,
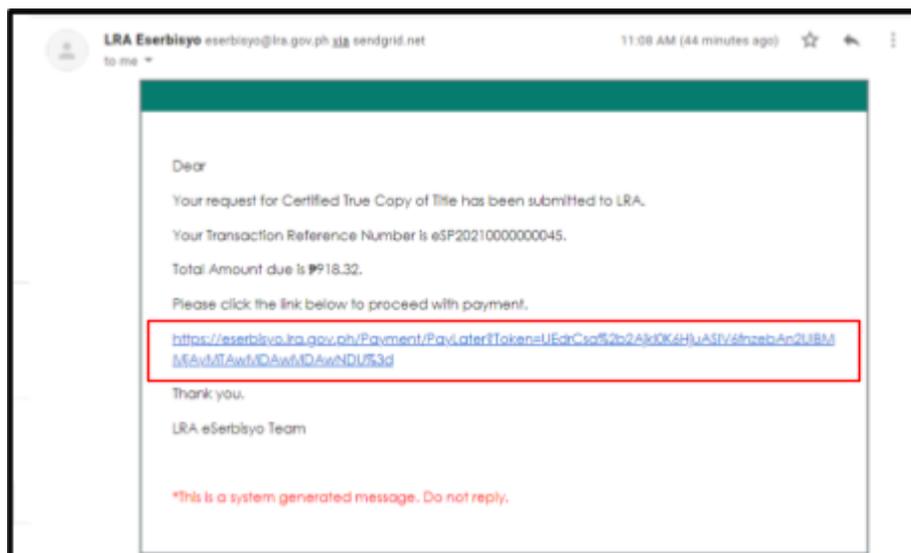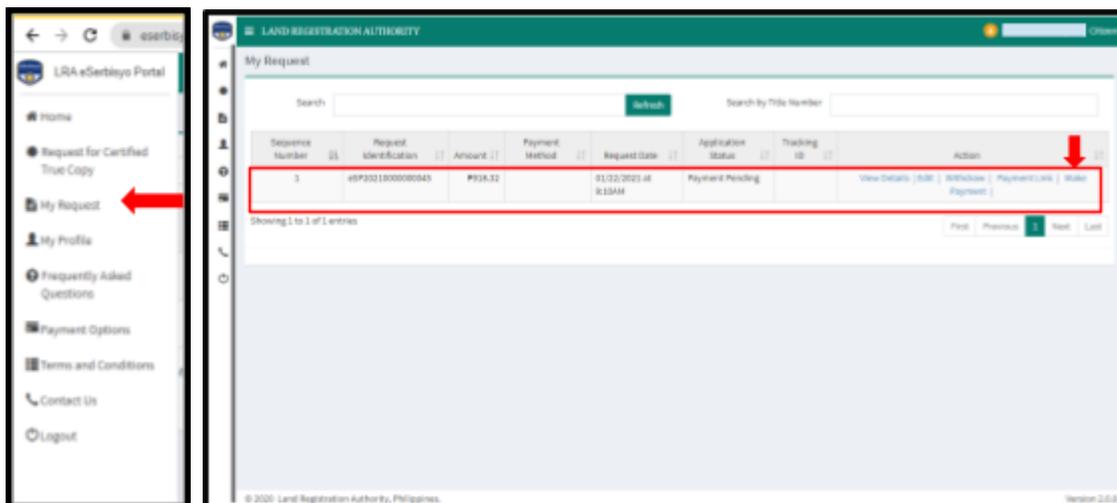
   a. Click "**Payment Link**".

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

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

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.

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.