LAND REGISTRATION AUTHORITY
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LRA

Quality Manual

ISO 9001:2008
QMS

Table of Contents

I. INTRODUCTION 6

I.1 PURPOSE OF THIS QUALITY MANUAL 6

II. LRA PROFILE 6

II.1 ORGANIZATIONAL STRUCTURE 8

II.2 LRA MANDATE 8

II.3 VISION 9

II.4 MISSION 9

II.5 OUR POLICY FOR QUALITY 10

III. LRA QMS 10

III.1.1 SCOPE OF THE QMS 10

III.1.2 LRA's QMS PROCESS MAP 11

III.2 MANAGEMENT PROCESSES 12

III.2.1 STRATEGIC PLANNING 12

III.2.2 MANAGEMENT REVIEW 12

III.2.3 INTERNAL AUDIT 13

III.2.4 IMPROVEMENT MANAGEMENT 14

III.2.4.1 CONTROL OF NONCONFORMING PRODUCT/SERVICES 14

III.2.4.2 CORRECTIVE AND PREVENTIVE ACTION 15

III.2.5 FEEDBACK MANAGEMENT 15

III.2.5.1 CUSTOMER FEEDBACK 15

III.2.5.2 INTERNAL FEEDBACK 16

III.3 CORE PROCESSES 17

III.3 CORE PROCESSES 17

III.3.1 ORIGINAL REGISTRATION (Ordinary and Cadastral Land Registration Proceedings) 17

III.3.1.1 DOCKETING OF APPLICATION AND PUBLICATION OF NOTICE 17

OF INITIAL HEARING 17

III.3.1.1.2 VERIFICATION OF STATUS AND PROJECTION OF THE 17

SUBJECT LOT 17

III.3.1.1.3 PLAN EXAMINATION 17

III.3.1.1.4 AUTHENTICATICATION OF DECISION AND COURT ORDERS 18

III.3.1.1.5 PREPARATION OF DECREE OF REGISTRATION AND 18

ORIGINAL CERTIFICATE OF TITLE 18

III.3.1.1.6 TRANSMITTAL OF DECREE OF REGISTRATION AND ORIGINAL CERTIFICATE OF TITLE TO THE REGISTRY OF DEEDS CONCERNED FOR REGISTRATION 18

III.3.2 SUBSEQUENT REGISTRATION 19

III.3.2.1 ENTRY OF TRANSACTIONS 19

III.3.2.2 PAYMENT OF FEES 19

III.3.2.3 ENCODING OF TRANSACTIONS 19

III.3.2.4 EXAMINATION OF TRANSACTIONS 19

III.3.2.5 APPROVAL/DENIAL OF TRANSACTIONS 19

III.3.2.6 SCANNING AND UPLOADING OF DOCUMENTS 20

III.3.2.7 PRINTING OF TRANSACTIONS 20

III.3.2.8 RELEASING OF TRANSACTIONS 20

III.3.3 ISSUANCE OF CERTIFICATION, CERTIFIED TRUE COPY AND 21

VERIFICATION (CCV) 21

III.3.3.1 ISSUANCE OF CCV AT REGISTRY OF DEEDS AND CENTRAL OFFICE 21

III.3.4. REGISTRATION OF CHATTEL MORTGAGES / RECORDING OF UNREGISTERED LAND / REGISTRATION OF PERSONAL PROPERTIES 22

III.3.4.1 ENTRY OF TRANSACTIONS 22
III.3.4.2 PAYMENT OF TRANSACTIONS 22
III.3.4.3 ENCODING OF TRANSACTIONS 22
III.3.4.4 EXAMINATION OF TRANSACTIONS 22
III.3.4.5 APPROVAL/DENIAL OF TRANSACTIONS 22
III.3.4.6 SCANNING AND UPLOADING OF DOCUMENTS 23
III.3.4.8 RELEASING OF TRANSACTIONS 23
III.3.5 SUBDIVISION PLAN APPROVAL 23
III.3.5.1 ENTRY OF TRANSACTIONS 23
III.3.5.2 PAYMENT OF FEES 23
III.3.5.3 SCANNING, UPLOADING AND ENCODING 23
III.3.5.4 PLOTTING AND EXAMINATION 24
III.3.5.5 APPROVAL OF PLANS 24
III.3.5.6 PREPARATION AND PRINTING OF TECHNICAL DESCRIPTION 24
III.3.5.7 RELEASING OF APPROVED PLANS AND TECHNICAL DESCRIPTION 24
III.3.6 RECONSTITUTION OF TITLE 25
III.3.6.1 ENTRY OF PETITION 25
III.3.6.2 PLOTTING AND EXAMINATION 25
III.3.6.3 SUBMISSION OF REPORT AND ORDER 25
III.4 SUPPORT PROCESSES 25
III.4.1 HUMAN RESOURCE MANAGEMENT 25
III.4.1.1 PERSONNEL QUALIFICATION AND RECRUITMENT 25
III.4.1.2 MANAGEMENT OF COMPENSATION AND PERSONNEL BENEFITS 26
III.4.1.3 PERSONNEL COMPETENCE DEVELOPMENT 27
III.4.2 INFORMATION AND DOCUMENTATION MANAGEMENT 28
III.4.2.1 INFORMATION AND COMMUNICATION TECHNOLOGY 29
MANAGEMENT 29

ORIGINAL COPY

III.4.2.2 QMS DOCUMENT CONTROL AND RECORDS MANAGEMENT 29

III.4.3 LEGAL SERVICES MANAGEMENT 30

III.4.4 FINANCIAL MANAGEMENT 30

III.4.5 INFRASTRUCTURE MANAGEMENT 31

III.4.5.1 BUILDING AND FACILITIES ADMINISTRATION 31

III.4.5.2 INFRASTRUCTURE MAINTENANCE 31

III.4.5.3 TRANSPORTATION FACILITY MAINTENANCE 32

III.4.6 SUPPLIES MANAGEMENT 32

III.4.6.1 PROCUREMENT/PURCHASING 32

III.4.6.2 INVENTORY MANAGEMENT / DISPOSAL 33

III.4.7 OUTSOURCED SERVICES MANAGEMENT 34

III.4.7.1 LAND REGISTRATION SYSTEMS, INC. (LARES) 34

III.4.7.2 JANITORIAL AND SECURITY SERVICES 35

III.4.7.3 FORWARDING SERVICES 36

I. INTRODUCTION

This Quality Manual sets out the Land Registration Authority's (LRA) policy and directions to ensure that our services meet both the specified client requirements and our mandates in a consistent, economical and reliable manner.

Moreover, this Quality Manual defines the manner in which LRA implements a Quality Management System (QMS) that satisfies the requirements of the internationally recognized ISO 9001 Standard (ISO 9001) and provides an important documentary guide to the system as a whole.

Maintenance of this Quality Manual is the responsibility of LRA's Quality Management Representatives (QMRs).

I.1 PURPOSE OF THIS QUALITY MANUAL

This Quality Manual, together with such other relevant QMS documents, shall have the following purposes:

- To lay down the policies, define the procedures and processes that would demonstrate the LRA's ability to deliver quality service to its clients, in conformity with the requirements of the applicable laws, rules and regulations; and
- To serve as a reference in its implementation and continual improvement in the level of service to its client.

II. LRA PROFILE

In 1903, the LRA, as it is known today, was established by virtue of Act 496, otherwise known as the Land Registration Law enacted in November 6, 1902, creating the Court of Land Registration (CLR). It adopted the Torrens System of Titles which actually took effect on February 1, 1903.

A subsequent law, Act 2347, enacted in July 1, 1914, transferred the power of the CLR to the General Land Registration Office (GLRO). In June 17, 1954, Republic

Act 1151 was passed creating the Land Registration Commission (LRC), which brought the office under the executive jurisdiction of the Department of Justice (DOJ).

In 1981, Executive Order 649 (February 9, 1981) was issued changing the nomenclature of the office to National and Titles & Deeds Registration Administration (NALTDRA), under the jurisdiction of the Ministry of Justice.

Under the revolutionary power of then President Corazon C. Aquino, Executive Order 292, otherwise known as the Administrative Code of 1987, the agency's name was again changed to what is now known as the LRA.

While at its inception, the agency is part of the judicial branch of the government, it has later evolved into being part of the executive branch; thus, it has been in the mainstream of the country's justice system. It is headed by an Administrator and two Deputy Administrators. LRA has a central office and operates nationwide through its Registry of Deeds offices located all over the Philippines, each of which is headed by a Registrar of Deeds.

II.1 ORGANIZATIONAL STRUCTURE

II.2 LRA MANDATE

The LRA exists for the sole purpose of implementing and protecting the Torrens system of land titling and registration, as well as registration of transactions involving personal properties. Through its Registry Offices, it constitutes as the central repository of all land records involving registered or titled lands as well as

registered transactions involving unregistered or untitled lands. It issues decrees of registration pursuant to final judgment of the courts in land registration proceedings and cause the issuance by a registrar of deeds the corresponding certificate of title. It is tasked to issue all subsequent or transfer certificates of title. It keeps the title history or records of transaction involving titled or registered lands. It provides legal and technical assistance to the courts relative to land registration cases, and to other government agencies with respect to registration of administratively issued titles. It likewise extends assistance to DAR in the implementation of the Comprehensive Agrarian Reform Program (CARP).

II.3 VISION

A LRA that is:

- An independent corporate body exercising quasi-judicial functions using automated systems and modern facilities;
- An effectively managed organization responsive to the needs of its clients and its personnel; and
- An entity conscious of its role to promote and attain the full trust and confidence of the public in the Torrens System and the titles, documents and other public records kept in its official custody.

II.4 MISSION

The LRA is mandated to issue decrees of registration and certificates of titles and register documents, patents and other land transactions for the benefit of landowners, agrarian reform-beneficiaries and the registering public in general; to provide a secure, stable and trustworthy record of land ownership and registered interests therein so as to promote social and economic well-being and contribute to national development. To achieve this mission, the LRA is committed to effectively implement the laws and regulations relative to the registration of land titles and deeds; to maintain and foster greater public trust and confidence in the Torrens System through honest, prompt and efficient service, and to preserve and maintain the integrity of land records; to provide vital, accurate and timely land-related information as well as to provide convenient working conditions and adequate incentives to all LRA personnel.

II.5 OUR POLICY FOR QUALITY

We are committed to provide fast, reliable and accessible property registration services through the use of information and communication technology, thus, fostering the public's trust and confidence in the country's Torrens system; promoting social and economic well-being of the citizenry and contributing to national development.

To achieve this, we shall:

- Keep abreast of the changing needs of the transacting public through open and interactive engagement with all our stakeholders;
- Effectively implement the applicable statutory and regulatory requirements in property registration services;
- Continue to enhance the effectiveness of our system through regular review of operations and processes against the established performance indicators;
- Select highly qualified and competent personnel and empower them through continuous training and development programs, thus, optimizing the potential of each personnel to attain the organizational objectives; and
- Maintain a proactive and collaborative partnership with service providers to enhance the delivery of quality public service.

III. LRA QMS

III.1.1 SCOPE OF THE QMS

LRA QMS applies to all operations and processes required to deliver property registration services in the Central Office and in the Registries of Deeds. The scope covers the management, core and support processes of the LRA and its Registries of Deeds as indicated in the Process Map.

LRA's QMS satisfies the full range of requirements specified by ISO 9001 Standard.

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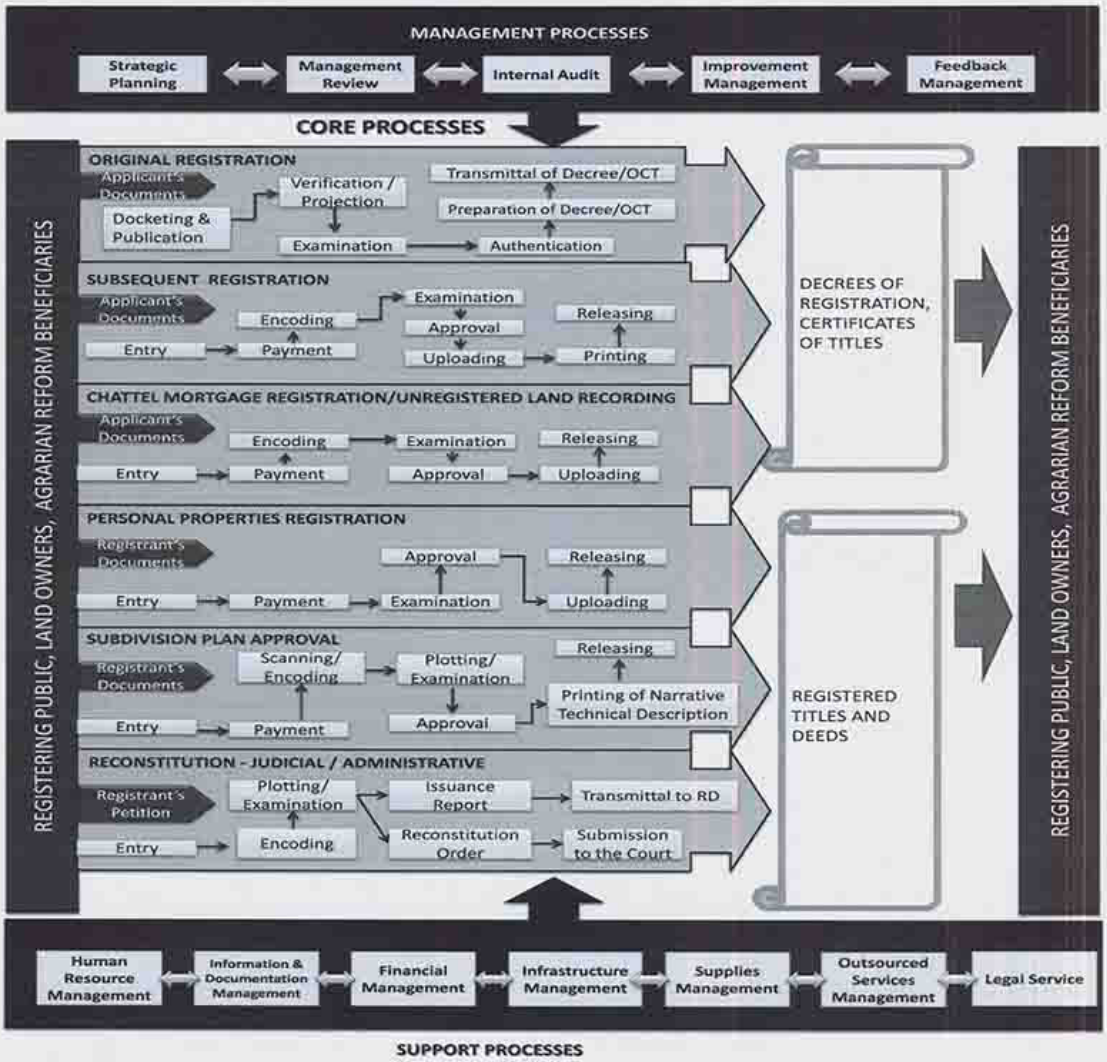
III.1.2 LRA's QMS PROCESS MAP



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III.2 MANAGEMENT PROCESSES

The management processes constitute Strategic Planning, Performance Review, Internal Audit, Improvement Management and Feedback Management.

III.2.1 STRATEGIC PLANNING

The LRA conducts annual strategic planning to serve as the venue for assessing the overall agency performance for the previous fiscal year, where strategic thrusts are defined, commitments are obtained, resource requirements are determined, and objectives and targets for the current and succeeding fiscal year are set at appropriate levels.

During the strategic planning activity, the Work and Financial Plan (WFP) for the succeeding year will be determined, while the implementation plan/strategies on how to achieve the targets set in the Office Performance Commitment (OPC) for the current year shall be reviewed and finalized. Thereafter, the corresponding policy instructions shall be issued to all concerned units to achieve the WFP and the OPC targets.

References:
- DOJ Circulars on Planning, Programming and Budgeting System
- DBM Circulars on Annual Budget Call
- GAA previous Fiscal Year
- NEP for current Fiscal Year
- COA Rules and Regulations
- Annual Accomplishments Report
- Strategic Performance Management System (SPMS) Guidelines

III.2.2 MANAGEMENT REVIEW

Periodic review of the QMS is an essential part of our approach to continual improvement of its effectiveness and efficiency with the objective of enhancing client's total satisfaction.

Review of the QMS' suitability, adequacy and effectiveness are carried out during the quarterly Management Review (ManCom) meeting. This method evaluates the need for changes to our QMS including the Quality Policy, targets as well as the assessment of improvement opportunities based on the review and analysis of performance trends.

Effective reviews require the collation of meaningful performance data – performance of programs, services, processes and personnel that would allow a factual based decision making. The reviews include information on:

- Results of internal and external audits
- Customer feedback
- Review of the office performance through Office Performance Commitment Review (OPCR)
- Status of targets and measures
- Status of corrective and preventive actions
- Follow-up actions on previous reviews
- Changes that could affect the QMS
- Recommendations for improvement

At the end of the Management Review (ManCom) meeting, the management shall issue the pertinent instructions to address, within a reasonable period of time, whatever issues and concerns that have been identified.

References: Management Review minutes of the meeting
Notice of Meeting
LRA Circular 03-2016 – Procedures and Guidelines on the Conduct of Management Review

III.2.3 INTERNAL AUDIT

The Internal Audit Team is primarily tasked to ensure that the LRA QMS meets the quality policies and objectives set by the agency as well as the requirements mandated by the ISO 9001. In performing this function, the Internal Audit Team shall:

- Prepare the Annual QMS Audit Plan, setting out the internal quality audit schedule for a twelve (12) month period;
- Conduct the internal quality audit of the core, support and management processes of the agency in accordance with the QMS Audit Plan;
- Prepare, deliberate and report to the top management of the agency its audit findings during ManCom meeting;
- Regularly monitor and verify the implementation of all corrective actions for nonconformities raised during the audit, and report the results thereof during the ManCom meeting.

References: Internal Audit Procedure

III.2.4 IMPROVEMENT MANAGEMENT

III.2.4.1 CONTROL OF NONCONFORMING PRODUCT/SERVICES

In the event that nonconforming products/services are delivered by LRA to its clients, controls are established to ensure that these are addressed and resolved in time. Such controls include, but are not limited to:

Type of Product/Service	Non-Conformity	Controls
Decrees of registration/Certificates of Title	• Error (clerical and system) • Lost/damaged titles (vault copy)	• Incident Reporting/Resolution • Request for System Update (RSU) • Petition for reconstitution (judicial or administrative)
Registered Deeds	• Error (clerical and system) • Lost/damaged deeds	• Incident Reporting/Resolution • Request for System Update (RSU) • Request for Certified True Copy (CTC)

References: LRA Circular No. 51-2013 (Request for System Update)
PD 1529 / RA No. 26 as amended by RA No. 6732
LRC Circular No. 35 – Judicial Reconstitution
LRA Circular No. 35 – Administrative Reconstitution

III.2.4.2 CORRECTIVE AND PREVENTIVE ACTION

The LRA's QMS aims to provide processes that will ensure the prevention and correction of occurrence and/or recurrence of nonconformities by eliminating the causes thereof.

References: LRA Circular No. 51-2013 (Request for System Update)
LRA Circular No. 52-2013 (Special Instruction)
LRA Circular No. 53-2013 (Work Order)
R.A. No. 26, as amended by RA No. 6732
Section 107, 108 and 109 of PD 1529 (Property Registration Decree)
Nonconformance, Corrective / Preventive Action Procedure

III.2.5 FEEDBACK MANAGEMENT

III.2.5.1 CUSTOMER FEEDBACK

Our agency shall constantly monitor the needs and expectations of our stakeholders. In so doing, we commit ourselves to consider the valid concerns of stakeholders in the crafting of our strategic plans and objectives and thus, effectively enhance the delivery of our services.

The methods for capturing our customers' needs and expectations, concerns and perceptions on whether we have fulfilled and satisfied their requirements are done in various ways, to wit:

- Walk-in queries
- Phone/Mobile Call queries
- Electronic Communication

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- Postal Mail (private/public)
- Suggestion Box/PACD Logbook
- Feedback form/Survey form
- ARTA Reports
- Commendations/Compliments

Customer concerns and/or complaints may be resolved by the PACD-RD and LRA-CSC *Bilis Aksyon* Partner or endorsed to the concerned office for appropriate action.

References: CSC Rules and Regulations
ARTA Law
Guidelines on Feedback Collection
LRA Circular 31-2007 – Dissemination of Client Feedback Forms
Corrective / Preventive Action Procedure

III.2.5.2 INTERNAL FEEDBACK

Internal feedback is ensured through various meetings at respective departments and RD's. In addition, information is transmitted directly on notice boards, email, voice over internet protocol (VOIP), etc. Other vital channels include:

- Requests for correction, corrective and preventive actions on identified or anticipated nonconformities
- Review of each process performance against its targets
- Planning and development of service processes
- Management review to draw up decisions and actions to improve services, processes and identify needed resources
- Results of QMS audits, monitoring and measurement of processes, and services
- Feedback Tools
- Phone/Mobile Call
- Electronic Communication
- Postal Mail (private/public)
- Completion of job accomplishment reports/OPCR/IPCR/SPMS
- ARTA Reports
- Commendations/Compliments

References: Minutes of Meetings
SPMS
ARTA Survey
Guidelines on Internal Feedback Management

III.3 CORE PROCESSES

The following constitute our Agency's core processes:

III.3.1 ORIGINAL REGISTRATION (Ordinary and Cadastral Land Registration Proceedings)

III.3.1.1 DOCKETING OF APPLICATION AND PUBLICATION OF NOTICE OF INITIAL HEARING

Upon receipt of application from the court, the same shall be docketed and the Notice of its Initial Hearing shall be caused to be published in the Official Gazette.

III.3.1.1.2 VERIFICATION OF STATUS AND PROJECTION OF THE SUBJECT LOT

The subject lot contained in the *expediente* shall then be subjected for verification to determine whether it has been subject of a previous ordinary / cadastral registration proceedings.

Thereafter, the lot shall be referred to the pertinent unit for projection / plotting of the plan in the Municipal Index Map to determine whether or not it overlaps with any decreed / titled properties.

III.3.1.1.3 PLAN EXAMINATION

The subject *expediente* is then referred to the land registration examiner for the examination of the original survey plan to determine its correctness and the technical description of the subject lot and whether it conforms with the adjoining decreed lots and those still pending registration proceedings.

Thereafter, a Preliminary Report shall be submitted to the Court, and in some cases, require other relevant government agencies to issue certification status whether or not the Lot/Survey Plan sought to be registered is covered by any kind of public land application or patent, or is a portion of, or identical to any approved isolated survey and is within the area classified as alienable and disposable land.

III.3.1.1.4 AUTHENTICATICATION OF DECISION AND COURT ORDERS

The Decision and the Order for Issuance of Decree of Registration received from the Court shall then undergo authentication process.

III.3.1.1.5 PREPARATION OF DECREE OF REGISTRATION AND ORIGINAL CERTIFICATE OF TITLE

The LRA Administrator shall then cause the preparation of the Decree of Registration and the Original Certificate of Title including the Owner's Duplicate Copy thereof, for his final approval.

A copy of the signed Decree of Registration shall be filed in the LRA Central Office.

III.3.1.1.6 TRANSMITTAL OF DECREE OF REGISTRATION AND ORIGINAL CERTIFICATE OF TITLE TO THE REGISTRY OF DEEDS CONCERNED FOR REGISTRATION

The final copy of the decree of registration and the Original Certificate of Title including the Owner's Duplicate Copy thereof, shall then be transmitted to the Registry of Deeds concerned, which shall enter the same in its Registration Book with assigned Title number.

References: PD 1529, otherwise known as ("The Property Registration Decree")
Act. 2259 (Cadastral Registration Act)
LRA Circular No. 51-A
Implementing Guidelines on Electronic Registration of Land Titles and Deeds and Processing of Central Office Transactions

III.3.2 SUBSEQUENT REGISTRATION

The activities for subsequent registration are performed by the Register of Deeds concerned, involving the following processes:

III.3.2.1 ENTRY OF TRANSACTIONS

The documents / instruments subject of the transaction, together with the surrender of the Owner's Duplicate Copy of the subject title (in case of voluntary transactions) shall first be entered in the Electronic Primary Entry Book (EPEB), which shall be given the corresponding EPEB number.

III.3.2.2 PAYMENT OF FEES

The proper registration fees / IT fees shall then be paid to the Cashier.

III.3.2.3 ENCODING OF TRANSACTIONS

The appropriate annotations, and the details of the new title (if the transaction requires issuance of new title), shall then be encoded.

NOTE: All subsequent transactions that require Central Office intervention (i.e. Subdivision transactions, Reconstitution of Title) shall then be electronically transmitted to the Central Office for plotting and verification back to the RD concerned for the continuation of the transaction.

III.3.2.4 EXAMINATION OF TRANSACTIONS

The entered documents and the encoded annotations as well as the new title, in case of issuance of new title, shall then be examined and proofread.

III.3.2.5 APPROVAL/DENIAL OF TRANSACTIONS

Approval or Denial of the registration by the Register of Deeds.

The Register of Deeds, after considering all the legal requirements of transaction shall decide whether to approve or deny the transaction. If approved, the system shall automatically transmit to the Scanning module the transaction. In case of issuance, a

new title number shall be electronically generated by the system. In case of denial, a notice of denial shall be printed for delivery to the registrant.

III.3.2.6 SCANNING AND UPLOADING OF DOCUMENTS

The submitted documentary requirements are scanned and converted for digital storage.

III.3.2.7 PRINTING OF TRANSACTIONS

Print the generated annotation page or new title.

For voluntary transactions, an annotation page or a new owner's duplicate certificate of title is printed, bearing the title number of the subject title, or the new system generated title number, in case of issuance of new title.

III.3.2.8 RELEASING OF TRANSACTIONS

Copy of the registered document and/or new title shall then be released to the registrant.

References: PD 1529, otherwise known as "The Property Registration Decree"
Implementing Guidelines on Electronic Registration of Land Titles and Deeds and Processing of Central Office Transactions
Implementing Guidelines on Electronic Registration of Transactions on Unregistered Land/Chattel Mortgages and other Personal Properties

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III.3.3 ISSUANCE OF CERTIFICATION, CERTIFIED TRUE COPY AND VERIFICATION (CCV)

III.3.3.1 ISSUANCE OF CCV AT REGISTRY OF DEEDS AND CENTRAL OFFICE

ACTIVITY	REGISTRY OF DEEDS	CENTRAL OFFICE
Entry	Entry of request in the Electronic CCV Entry Book.	Entry of request in the Electronic CCV Entry Book.
Payment	Payment of the required fees.	Payment of the required fees.
Verification / Approval	Approval by the Records Officer.	Plotting / Examination by the assigned Examiner.
Printing	Printing of the Certification, Certified True Copy and Verification.	Printing of the Certification of Status.
Releasing	Release to the requesting party.	Release to the requesting party.

Reference: PD 1529, otherwise known as "The Property Registration Decree)
Implementing Guidelines on Electronic Registration of Land Titles and Deeds and Processing of Central Office Transactions
Implementing Guidelines on Electronic Registration of Transactions on Unregistered Land/Chattel Mortgages and other Personal Properties

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III.3.4. REGISTRATION OF CHATTEL MORTGAGES / RECORDING OF UNREGISTERED LAND / REGISTRATION OF PERSONAL PROPERTIES

The following procedures for chattel mortgage transactions, including the recording of unregistered land transactions and registration of personal properties shall be observed in the Registry of Deeds:

III.3.4.1 ENTRY OF TRANSACTIONS

All basic information from documents received supporting the transaction shall be entered into the Electronic Primary Entry Book for Chattel Mortgage (EPEB-CM) or the Electronic Primary Entry Book for Unregistered Land (EPEB-UL) and Electronic Primary Entry Book for Personal Properties (EPEB-PP), as the case may be. The document shall be automatically assigned with an entry number as its control or reference number.

III.3.4.2 PAYMENT OF TRANSACTIONS

The registration fees shall be automatically computed by the system and the corresponding electronic receipt generated upon payment.

III.3.4.3 ENCODING OF TRANSACTIONS

All data pertinent to chattel mortgage transactions shall be recorded in the Electronic Register for Chattel Mortgage (ER-CM) or the Electronic Register for Unregistered Land (ER-UL).

III.3.4.4 EXAMINATION OF TRANSACTIONS

The electronic data as well as the pertinent documents shall then be examined by the registration examiner. The recommendation of the registration examiner shall be electronically transmitted to an approving authority for proper action.

III.3.4.5 APPROVAL/DENIAL OF TRANSACTIONS

If the transaction is approved, the documents shall then be signed. For chattel mortgage, a corresponding Chattel Mortgage Index (CMI) Number shall be assigned for every new

registration. For Unregistered Land, a corresponding Unregistered Land Inscription (ULI) Number shall be assigned for every new recording.

III.3.4.6 SCANNING AND UPLOADING OF DOCUMENTS

The documents submitted by the client shall be scanned, and the resulting images shall be stored into the database of the pertinent Registry of Deeds. After scanning, the documents shall be kept in the vault for safekeeping.

If the transaction is denied, a notice of denial shall be issued to the client who may, without withdrawing the documents, elevate the transaction *En Consulta.* The documents may be withdrawn at any time before approval. If the transaction is withdrawn, the documents shall be released immediately to the client.

III.3.4.8 RELEASING OF TRANSACTIONS

The registered documents shall be released to the client who shall sign the acknowledgement slip generated by the system.

III.3.5 SUBDIVISION PLAN APPROVAL

III.3.5.1 ENTRY OF TRANSACTIONS

Entry of the submitted complete survey returns.

III.3.5.2 PAYMENT OF FEES

Payment of subdivision survey fees.

III.3.5.3 SCANNING, UPLOADING AND ENCODING

Scanning, uploading of survey returns and encoding of general information of the subject lot and its technical description.

III.3.5.4 PLOTTING AND EXAMINATION

Plotting and examination of the technical description and other relevant documents to determine the correctness of its geographical position and its relation to the adjoining lots/surveys.

III.3.5.5 APPROVAL OF PLANS

The submitted subdivision/ consolidation/ consolidation - subdivision plan shall then be approved by the LRA Administrator.

III.3.5.6 PREPARATION AND PRINTING OF TECHNICAL DESCRIPTION

The narrative technical description shall then be proofread and printed.

III.3.5.7 RELEASING OF APPROVED PLANS AND TECHNICAL DESCRIPTION

Release of the approved plan and its corresponding narrative technical description.

References: Sec. 50 of PD 1529 (Subdivision and Consolidation of Plans)
Memorandum Circular No. 27 – Procedure and Approval of Subdivision Survey
Relevant Legal Opinion issued by the Law Division of the LRA
Implementing Guidelines on Electronic Registration of Land Titles and Deeds and Processing of Central Office Transactions

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III.3.6 RECONSTITUTION OF TITLE

III.3.6.1 ENTRY OF PETITION

Entry of the petition for administrative and judicial reconstitution.

III.3.6.2 PLOTTING AND EXAMINATION

Plotting and Examination of the technical information pertaining to the certificate of title subject of Reconstitution.

III.3.6.3 SUBMISSION OF REPORT AND ORDER

For Judicial Reconstitution, Report shall then be submitted to the Court, for its consideration. For Administrative Reconstitution, an Administrative Order of Reconstitution is issued and then transmitted to the Registry of Deeds concerned for implementation.

References: PD 1529, otherwise known as "The Property Registration Decree"
LRC Circular No. 35-Implementing Rules for Judicial Reconstitution
RA 26 as amended by RA 6732
LRA Circular No. 13

III.4 SUPPORT PROCESSES

III.4.1 HUMAN RESOURCE MANAGEMENT

III.4.1.1 PERSONNEL QUALIFICATION AND RECRUITMENT

To ensure that LRA maintains an organization of qualified and competent personnel, the Human Resource Development Division (HRDD) adopts a system for recruitment based on standards set by the Civil Service Commission and the provisions of EO 649 for generic positions, and PD 1529 for positions unique to LRA, subject to Qualifications Standards and applicable laws, rules and regulations.

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The HRDD ensures that the process of recruitment is in accordance with the LRA Merit Selection and Promotion Plan (MSPP), pertinent Circulars and Memoranda on Recruitment Process Flow and Policies.

References:
- CSC Rules and Regulations
- EO 649, Reorganizing the LRC into the NLTDRA and Regionalizing the Registrars of Deeds
- PD 1529, otherwise known as "The Property Registration"
- Merit Selection and Promotion Plan (MSPP)
- Memorandum on Acceptance and Deliberation of Applicants
- Operational Guidelines in the Conduct of Receipt of Applications; Selection and Preparation of the Appointment Papers by the LRA-Personnel Selection and Promotion Board LRA-PSPB)
- Amending the Operational Guidelines in the Conduct of Receipt of Application; Selection and Preparatory of Appointment

III.4.1.2 MANAGEMENT OF COMPENSATION AND PERSONNEL BENEFITS

Apart from the regular functions of processing the monthly payroll of employees, HRDD also effectively implements the release of employee benefits, such as, allowances, bonuses, monetization of earned leave, processing of step increment, and other incentives under the Civil Service Rules and Regulations and the LRA PRAISE.

HRDD also implements various relevant activities, such as, team building and service-delivery seminars, as a means of motivating personnel towards higher productivity and having a more innovative approach to work. Moreover, physical fitness and wellness programs supporting work life balance are carried out year-round in the LRA.

References:
- Work and Financial Plan
- ARTA Seminars and Workshops
- PRAISE Guidelines
- LRA Circular on Physical Fitness and Wellness/Sportsfest

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III.4.1.3 PERSONNEL COMPETENCE DEVELOPMENT

The LRA SPMS is the tool utilized by the HRDD in the assessment of employee performance through the Individual Performance Commitment and Review Form (IPCR) and competency assessment forms. The results of these assessments are used as basis in providing the proper training or in determining the appropriate developmental interventions for an individual employee or group of employees concerned.

To determine the effectiveness of the training provided or intervention taken in terms of attainment of objectives, the HRDD conducts process evaluation and post training/intervention evaluation which can be the basis in further enhancing future human resource development programs.

References: IPCR (Individual Performance Commitment and Review)
Competency Assessment Forms
Competency Needs Analysis
Training Evaluation Form

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III.4.2 INFORMATION AND DOCUMENTATION MANAGEMENT

LRA QMS Documentation Framework

QUALITY MANUAL	The document defining LRA's mandate, mission, vision, quality policy and processes.
QUALITY PROCEDURES AND PROCESS WORK FLOWS	Documents that provide information and guidelines on how to achieve activities and processes consistently.
RECORDS	Documents and records that provide objective evidence of activities and use as references for decision making.

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III.4.2.1 INFORMATION AND COMMUNICATION TECHNOLOGY MANAGEMENT

The Information and Communications Technology Division handles all the ICT-related concerns of the agency. Its major roles include, but not limited to, the following:

1. Oversees Preventive Maintenance activities in Registries of Deeds;
2. Performs Audit and Inventory of all IT equipment both in Central Office and in Registries of Deeds;
3. Performs maintenance and repairs of all LRA provided IT equipment;
4. Performs all other IT-related work for the Agency;
5. Reviews compliance of applications against specifications during User-Acceptance Testing;
6. Reviews and witnesses implementation of Work Orders, Special Instructions, Request for Data Extraction and Request for System Update;
7. Prepares and implements the LRA Information System Strategic Plan;
8. Develops applications not covered by the LTCP;
9. Ensures that the activities undertaken by LARES such as deployment of new application build, system configuration, database administration, network administration, comply with the existing security policies;
10. Reviews proposal of LARES for upgrading of IT Facility; and
11. Ensures that PHILARIS data are backed up regularly.

III.4.2.2 QMS DOCUMENT CONTROL AND RECORDS MANAGEMENT

To be able to demonstrate effective implementation of the QMS,

- a documented procedure for records management shall be established
- the document filing system applicable to each office shall be properly defined
- a master list of records identifying the actual location of the document shall be maintained for each office
- retention period shall be based on the National Archives of the Philippines' (NAP) retention disposition schedule

References: Control of Records Procedure
Control of Documents Procedure
Electronic Master Document Register

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III.4.3 LEGAL SERVICES MANAGEMENT

In relation to the core functions of the LRA, the Legal Service Department prepares resolutions and/or orders on appeals elevated *en consulta* pursuant to Section 117 of P.D. 1529.

The Legal Service Department likewise provides such pertinent services, as follows:

- Resolves administrative cases and miscellaneous cases relative to complaints filed against officers and employees of the Registries of Deeds and the LRA's central office;
- Issues legal opinion on matters concerning land registration raised by the public, the officers and employees of the Registries of Deeds and the LRA's central office, and other government agencies;
- Attends hearings in court, executive and legislative tribunals and committees for and on behalf of the LRA.

References: RRACS, otherwise known as " The Revised Rules on Administrative Cases"
EO 292, otherwise known as "The Revised Administrative Code"
Civil Service Rules
PD 1529, otherwise known as "The Property Registration Decree"
Consulta Resolutions

III.4.4 FINANCIAL MANAGEMENT

Financial Management is carried out to ensure proper processing of financial transactions covering the utilization of annual budget of LRA and monitoring of all collection reports from all revenues derived from registration fees and other fees.

It shall cover the budgeting system, the disbursement system, the revenue system and the financial reporting system.

References: General Appropriations Act (GAA)
Government Accounting Manual
DBM Circulars
Manual on the New Government Accounting System
COA Rules and Regulations
Bureau of Treasury Circulars
LRA Circulars

III.4.5 INFRASTRUCTURE MANAGEMENT

III.4.5.1 BUILDING AND FACILITIES ADMINISTRATION

The ultimate objective of an effective and sound infrastructure management and work place organization is to enhance public service delivery and to improve the working condition of its personnel.

LRA provides, maintains and monitors its infrastructure facilities and work environment consistent with existing and applicable laws and the requirements of the public clientele, towards the satisfaction of both the LRA workforce and the public. The LRA also provides transport facilities for its personnel as well as for their maintenance to ensure the personnel's safety.

The General Services Division (GSD) is mandated to perform the above-stated tasks/functions to ensure that the work environment is clean and sanitized, and that transport vehicles are safe to use.

III.4.5.2 INFRASTRUCTURE MAINTENANCE

The GSD performs regular inspection of LRA constructed building / offices and recommends necessary action to be taken.

The GSD Chief, after receiving report from the end-users (Registrars of Deeds), causes inspection of the reported damage on the building. The designated GSD personnel assess the damage and prepare the Plan, Bill of Quantities, Estimates and Scope of Work of the repair recommended to be done.

Contract is prepared after public bidding or, in case of emergency repairs where repair costs is below 15, 000, repair works are executed immediately.

III.4.5.3 TRANSPORTATION FACILITY MAINTENANCE

End-users report the subject of repair to the Motorpool Unit of the GSD. GSD calls for inspection and evaluates the report.

GSD staff performs minor repair on the subject vehicle or through work order/job order, as the case may be.

The GSD adopts a set of established procedures for the corrective and preventive maintenance of RD offices and transport facilities.

References: Infrastructure/Transport Maintenance Procedures

III.4.6 SUPPLIES MANAGEMENT

III.4.6.1 PROCUREMENT/PURCHASING

The LRA ensures that procurement of goods, services and materials complies with the procurement process pursuant to R.A. 9184 otherwise known as "The Government Procurement Reform Act". The Property and Supply Section consolidates, prepares and monitors the implementation of the Annual Procurement Plan of the LRA.

Common-use Supplies and Equipment (CSE) are procured through the Procurement Service (PS) pursuant to DBM Circular Letter No. 2011-6 in line with the directives of Administrative Order No. 17 July 28, 2007. Other supplies and equipment that are not available in the PS are procured through public bidding or other methods as prescribed by R.A. 9184. All other purchases other than those covered by the APP shall be covered by an approved Supplemental Supply Procurement Program (SSPP) or Supplemental Equipment Procurement Program (SEPP).

Procured goods are inspected by the Inspection and Acceptance Committee to determine conformity with the specifications of the requesting party.

Reference: RA 9184, otherwise known as "The Government Procurement Reform Act"

III.4.6.2 INVENTORY MANAGEMENT / DISPOSAL

A Supplies Ledger Card shall be maintained by the Property and Supply Section to monitor its issuances and shall submit its monthly Report of Supplies and Materials Inventory (RSMI) to the Bookkeeping Section for accounting and auditing purposes.

Equipment issued to the Registries of Deeds and to the offices in the Central Office are monitored through the mandatory conduct of the annual physical inventory of all office furniture, equipment, books and other properties issued to their respective offices. Each office submits their respective Inventory Reports for Serviceable and Unserviceable Properties including the physical count of inventories as per LRA Circular No. 14-2015 dated 10 July 2015 for consolidation and submission by the Property and Supply Section of the annual inventory of properties and supplies pursuant to Paragraph 2a, Section 490, GAAM.

Disposal of unserviceable equipment, furniture and fixtures in the Central Office is facilitated by the LRA Disposal Committee and the Property and Supply Section. Disposal of unserviceable equipment, furniture and fixtures in the Registries of Deeds is facilitated pursuant to the provisions of LRA Circular No. 15-2014 dated 22 August 2014 in accordance with the existing auditing rules and regulations.

References:
R.A. 9184
Administrative Order No. 17 / DBM
CL No. 2011-6
LRA Circular No. 14-2015 dated 10 July 2015 / Par. 2a, Section 490, GAAM
LRA Circular No. 15-2014 dated 22 August 2014
R.A 9470 – The National Archives of the Philippines Act

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III.4.7 OUTSOURCED SERVICES MANAGEMENT

LRA implements the following controls on its outsourced service providers:

III.4.7.1 LAND REGISTRATION SYSTEMS, INC. (LARES)

The Land Registration Systems, Inc., at its cost, develops, installs, integrates, successfully tests, operates and maintains the computerization of the Land Titling System in strict compliance with the technical requirements and specifications as prescribed in the technical proposal and performance standards of the Build-Own-Operate contract between LRA and LARES.

LRA contracted LARES, thru public bidding, to implement the computerization project of the agency. The business process, architectural design and all other technical aspects of this project are jointly decided by LRA and LARES. However, to protect the interest of the government, and for effective control and supervision of the activities of LARES vis-à-vis the project, LRA has instituted controls on the activities undertaken by LARES on the matter of Build update of the system, maintenance of IT facility, systems upgrading, data conversion, etc., as follows:

1. Prior to "going live" of a site, LRA conducts user acceptance testing on the constructed or rehabilitated building and on the IT equipment deployed on site to ensure that these are compliant with the approved specifications. Thereafter, an operational testing of the system is conducted by LRA on site to ensure smooth operation of the system.

2. Enhancement of the system is done upon review of specifications change by both LRA and LARES, conduct of User Acceptance Testing by LRA to ensure that the enhancements as approved are deployed in the system and that such enhancements shall have no adverse impact on the entire system. Deployment of new system build is likewise witnessed by LRA to ensure compliance to the existing security policies.

3. Accomplishment reports for each component of the LTCP are submitted by LARES to LRA twice a month.

4. LRA conducts testing of the data conversion system to ensure compliance to the approved Data Conversion Plan.

5. Incidents encountered on the operation of the system are monitored through helpdesk application and through status reports submitted by LARES.

References: LRA-LARES BOO Agreement
Business Process Specifications
Acceptance Testing Plan
Data Conversion Plan

III.4.7.2 JANITORIAL AND SECURITY SERVICES

To ensure effectiveness in the implementation of general administrative services, the LRA provides and monitors outsourced services such as janitorial and security:

Janitorial personnel are deployed in the LRA Central Office and its Registries of Deeds nationwide to provide clean and orderly environment for its personnel and the transacting public.

Likewise, Security Guards are posted in the Central Office and in the Registries of Deeds purposely to ensure the safety of its officials, personnel and properties.

The General Services Division monitors the performance of janitorial and security personnel through the designated Supervisor and Security Officer, respectively. A Certificate of Satisfactory or Unsatisfactory performance is issued every month by the General Services Division Chief.

Controls

A public bidding for janitorial and security is conducted annually where the Terms of Reference is prepared unless there exists legal and justifiable reasons in not conducting the same by the Bids and Awards Committee.

After the Award to contractor with the lowest, calculated and responsive bid, a Contract of Service is entered into by LRA with the agency/contractor.

Deployment to the Central Office and to the Registries of Deeds is made by the GSD on the date specified in the Contract. GSD likewise monitors the performance of janitorial and security personnel through the monthly submission of their performance rating by

the Register of Deeds concerned and GSD Chief or GSD Supervising Officer, as the case may be.

Reference: Memorandum – Performance Evaluation Form / Sheet

III.4.7.3 FORWARDING SERVICES

Delivery and Service Quality are constantly monitored and timely reported to the service provider through quarterly performance report by the Property Section of the General Services Division.

References: RA 9184, otherwise known as
"The Government Procurement Act"
Terms of Reference
COA Circulars