

Report on PhilGEPS Client Feedbacks

For the Year 2019

Total Number of Survey Respondents: 4,685

Online: 1,202

Walk-in-3,483

Survey Responses:

I. ONLINE

Aspects of Service	Excellent	Very Good	Good	Fair	No. of Respondents
Promptness of Service	852	338	7	5	1,202
Quality of Service	856	337	7	2	1,202

Chart 1: Rating Based on Aspects of Service



Figure 1: Graphical Presentation of Rating based on Aspects of Service

II. WALK-IN

Aspects of Service	Excellent	Very Good	Good	Fair	No. of Respondents
Promptness of Service	2,698	693	87	5	3,483
Knowledge of the staff	2,732	672	74	5	3,483
Professionalism of the Staff	2,722	680	75	6	3,483
Courteousness of the Staff	2,758	652	67	6	3,483

Chart 2: Rating Based on Aspects of Service

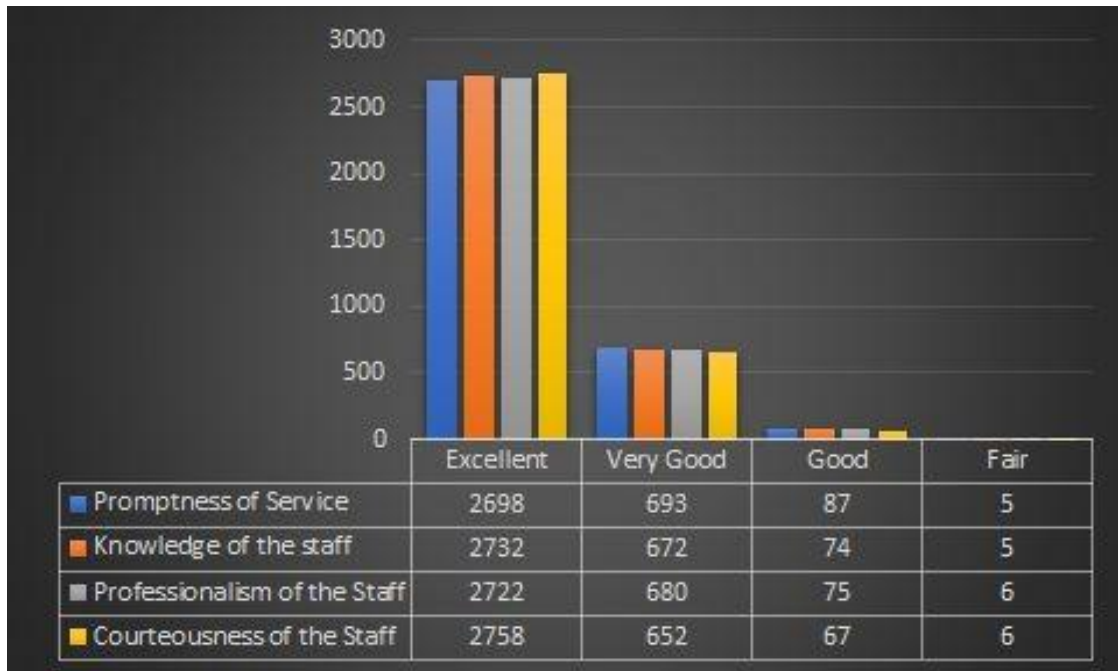


Figure 2: Graphical Presentation of Rating based on Aspects of Service

III. OVERALL RATE

Overall Rate of Service	No. of Respondents
Excellent	3,528
Very Good	975
Good	175
Fair	7
TOTAL	4,685

Chart 3: Overall Rate

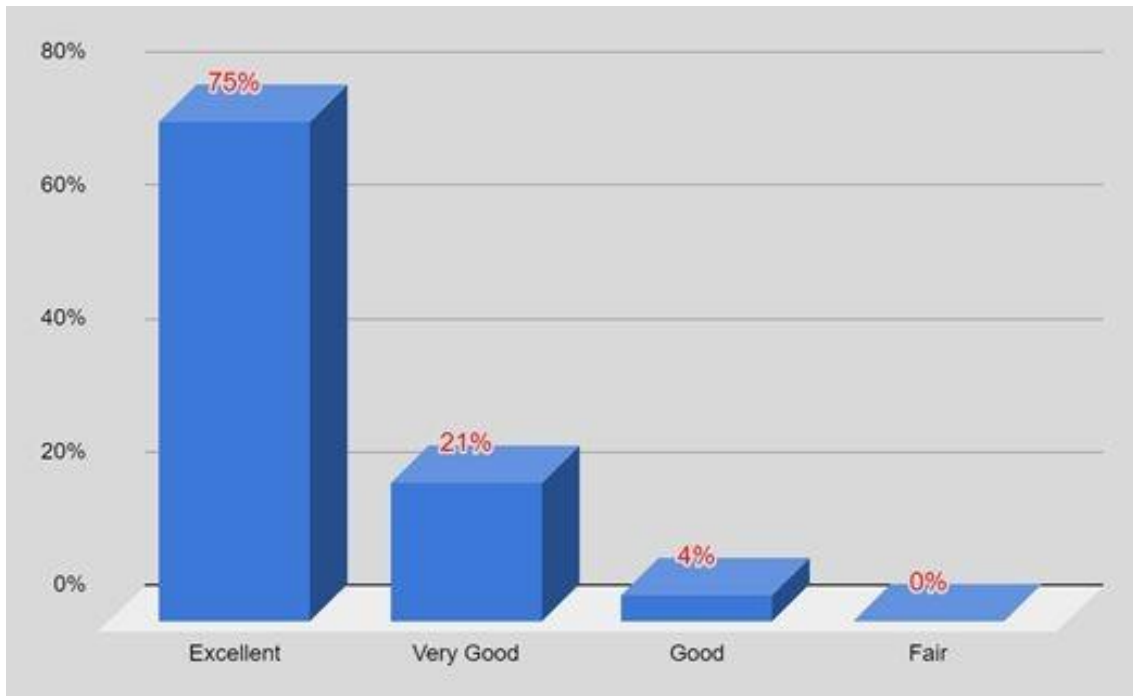


Figure 3: Graphical Presentation of Overall Rate of Service

Month	Excellent	Very Good	Good	Fair	Total
January	0	0	-	-	0
February	30	8	1	-	39
March	55	11	2	-	68
April	123	36	5	-	164
May	155	50	13		218
June	344	88	23	-	455
July	473	128	17	-	618
August	457	103	18	-	578
September	512	107	18	-	637
October	499	145	16	-	660
November	535	182	31	4	752
December	345	117	31	3	496
TOTAL	3,528	975	175	7	4,685

Chart 4: Overall Rate of Service per Month

Comments, Feedbacks and Suggestions:

Systems

- Company details on Philgeps website needs updating as it doesn't reflect membership status after 2017
- Activate your system where transaction can be done online for the convenience of those who will be coming from provinces
- Data as to the organization profile on type of membership should sync with the approved application.
- Just want to suggest to please improve your online facility. We do have pending transactions because of this. We keep on waiting for the password and username.
- Please make bid matching filtered by province through email work again. It worked around 2 years ago before the update but now it would send us opportunities for the whole country and it is difficult for us to filter by region/province manually.
- Sana ma ibalik na yung Bid Matches at sa ka Pending Task para easy na mag scan ng mga Projects at Mag upload ng Documents

Procedures

- - payment via credit card or other online services (dragonpay).
- - Processing time should be shortened
- 5 working days is a quite long process but everything is well organized.
- 5 day processing. Matagal.....
- May I suggest that the number of days for approval or evaluation be shortened into 2-3 instead of 5 working days, while the release of approved Platinum certificate in one (1) day upon submission of oncoll slip/payment since it is approved and or already evaluated or passed.
- Additional bayad center to accept payment. Accessible customer service telephone number.
- Another system for payment

- Please make it a one day process
- Please make other banks as your depository partner, not only Landbank if possible..
- Appreciate if supplier@ps-philgeps.gov.ph would address or at least acknowledge email sent to the mentioned e-mail add for the sender to know whether it has been received or that the e-mail add is working.
- Baka puwede iklian lang yong days for evaluation ng mga uploaded required documents namin. Maybe 48 hrs only after uploading. Thanks you
- Please lower the registration fee from 5000 to 3000. Please lower the processing days from 5 days to 2 days.
- My suggestion is make it faster, just 3 days or one week only for processing..i got 2 weeks more..and just wasting time..
- My suggestions po sa pagbayad ng cert. fee sana makipag tie-up po kayo sa mga bayad centers kasi san Land Bank medyo matagal magbayad dahil napakahaba ng pila at napakadami ng kanilang customers/clients lalo na dito sa Northern Samar Branch napakatagal kung pumila makabayad lang sa teller nila.
- Can you make your registration fee more affordable?
- Can you please make it 3 working days of process instead of 5 days
- Credit card payment online. Renewal every 5 years.
- If all documents are complete, I hope the processing time will only take within 24 business hours just like the Regional BIR Office at Fisher's Mall, Quezon City
- If possible add more bytes for uploading of documents, thanks.
- If possible can you increase the maximum MB for the attachment
- I suggest for Philgeps to conduct an audit if government agencies are following the procurement law. I had many encounters wherein local government agencies circumvented the law in order to favor certain suppliers. They just post the bid notice in Philgeps website but in actuality they do not conduct pre bid conferences and they do not sell bid documents and open the bid to new would-be bidders. They control the selling of bid documents so favored suppliers will bid and win. The exercise of some agency makes the law futile. You can contact me if you want the details. Thanks.
- I hope you send notification to us after 5 days if our application for renewal was successful or not and no need for us to send someone to verify about our application because I sent an online application for renewal 3x, it takes too long to reply to our follow up email.
- Hope to have a payment thru credit card
- I suggest to shorten the processing time from 5 working days to 2-3 working days.
- I would suggest that the renewal of membership be every 3 years, if possible.
- Next time sana kung 5 days ang release ng certificate or approval kapag nagsubmit online, sana natupad ang within 5 working days approval.
- Not all applicants or authorized party are proficient with computers. At least one staff should be provided for this task mainly to assist the customers.
- Sorry for the delayed survey. I was contemplating whether to disclosed this or not. Survey above is based from my walk-in application experience. I got my certificate in your office around the month of August. I uploaded and waited for 5 working days to pay. and, I just want to commend your staff for being accomodating ang responsive with my queries and predicament. Especially, the guard and those assigned infront answering queries.Just one thing, the circle of us suppliers are not that big... we know our friends and competitors in the business. I'm having transactions with PhilGEPS for quite sometime now and I must say, that NO "under the table" transactions is known in your office. Not until now, one of my friends (also with PhilGEPS Platinum certificate) got their certificate within the day in your office - around the same month of August. You know what I mean, they just said to me "Kelangan mo lang matsempuhan at makausap yung tamang tao". They didn't get his name because the officer said that it was not allowed. I just asked what the officer looks like, they just said "Siya lang naman mediyo malaki ang katawan at moreno dun". Now, the question is, did they give him something in return? Yes.Because of this, we are expecting the same "fast track" treatment that if we go to your office we can get the certificate right away, well not in my case. I still needed to follow the proper 5 working day process. Just an advice to that officer, we business people know each other, in short, mga chismosa/chismoso kami. I'm just disappointed that your office has a rotten tomato.

To PhilGEPS - Please do not follow the steps of other governments. offices (BIR, City Hall etc.). Your office staff are very promising, hoping that one person will not affect the others. This might cause untimely discussion inside your office and I hope this will be resolved soon.Please do understand if I will not disclose my name nor my company name or my friend's company name for anonymity (and safety).

PS.

Aside from this survey, I saw your posting about integrity inside your office. This will also be sent to that email.

Facility / Environment

- A bigger space(office) maybe?
- Additional parking please.
- Additional Table and Colder Aircon
- Aircon is too cold, other than that perfect service and kind and helpful employees.
- Bigger office much better.
- Create 1 satellite office in each region please
- Hope to transfer your office to a more convenient place. Good Job!
- I suggest that you open branches near us like for example in Baguio.
- If possible, set up satellite branches in different regions to accommodate wider applicants.
- It would have been better if we have a philgeps office in our area or even a booth every time there's a yearly renewal for business permit in the municipality.
- Lobby and waiting area is too small.
- Location must be more accessible. Thank you and more power. God Bless.
- Location of philgeps office should be placed in a more easy to access area
- Location. Please move to a more spacious location like before (Ortigas).
- Needs a comfort room inside the PhilGEPS office.
- New location is not good.
- Not a good parking lot.
- Please install aircon & additional personnel. Thank you.
- Since this facilities and certificate is required to be qualified in any government bidding process, i may suggest that an office with parking lots shall be accessible to all applicants (office intended only for this department or agency)
- Spacious office

Communications

- Accessible contact numbers, to lessen the time of the client going to your office if the purpose is only inquiry.
- Please just answer your customer service hotlines and reply to emails. It took me 2 days of continuous calls to your hotlines to speak to someone.
- No one is answering the advertised PhilGEPS direct lines AT ALL TIMES
- May I suggest that Philgeps can provide a landline number and cellphone number which can be contacted. All the numbers cannot be contacted from 8am.
- It's really hard to get in touch with your hotline.
- It's hard to contact Philgeps thru provided contact numbers
- If possible, have a mobile number for the help desk because it is so hard to contact your landline numbers.
- I suggest that you should at least provide a phone number or local number where we can contact you if we need any assistance in your good office.
- I hope you could provide cell phone numbers that are easy to communicate. Overall I was satisfied with the service you guys provided. Keep it Up and God bless your organization.
- Need new contact no. Thank you.
- I have been trying to call your landline but it always has the same answer "Our customer service representatives are busy.. please call later" for x times. thanks
- Hoping that telephones will be more accessible.
- Accessible/ additional phone agents. Prompt email replies.
- Add more contact numbers, if possible.
- All I could say, please answer the phone.
- My concern is to improve your telephone line, it's very hard to contact. I also think the fee is too expensive for 1 year, make it for two years. Thank you!
- It is so hard to contact the telephone numbers of Philgeps :-(I tried calling everyday for 1 whole week - morning noontime and afternoon but still I cannot talk to a person. I had a problem when filling up the form online since I cannot input the date. Fortunately, after trying also different time in filling up the form - I was able to successfully fill up the date at 1:30 early in the morning since a friend advised me to do it early since you have a quota per day.
- It takes time to connect thru your landline nos.though I got immediate reply thru your email address. The annual fee is a bit high. (just a comment).Thank you for allowing the renewal of platinum membership be done through online especially for us in the provinces.
- Add more landline because it is very difficult to contact your landline

- Adequate info dissemination for the requirements and procedures. Facilities could be provided for the convenience of the merchants. Overall, the services, accommodation and assistance of the staffs were remarkable
- It takes time to contact your numbers and Helpline also nobody answered the emails,
- It would be better if someone will answer from the hotline.
- All of your telephone numbers are always busy..only operators answered us.i hope next time it will be easier to connect with your office.
- Available e-mail address and contact number for communications, please. Thank you.
- Based on experience, I think you should also post in your website the detailed Step by Step Procedure of a certain transaction. Not all applicants are very good in IT. Thank you!
- Better phone customer services. Pls. nobody answers the phone.
- Better to have easy access in terms of answering phone calls because it took me how many weeks to contact all your prescribed phone numbers to raise queries on registration renewal. thank you.
- Comment ko lang yung pag tawag lang sa landline sa pag follow up sa manila, medyo its take hour. Nasa Mindanao kami, lagyan sana ng cellphone no. globe or smart, para kung matagal maliit lang mabayaran namin sa globe or smart kasi may unli na tawag, tanx
- Difficult to contact,busy phones.
- Enhance your emails and online application to more prompt responses.
- Had a hard time calling your trunkline. I also tried using messenger live support but it doesn't work as i waited too long for a response but it's an auto attendant reply. It would be much better if there's a person answering instead as i did not get the help i needed. It's good that when I finally talked to Nicole from your customer support this afternoon that I got the help I needed and she emailed me the certificate immediately and I am happy to which I am satisfied.
- Hope that you'll change your phone numbers for the efficiency
- Hope that your website is up and running and that your contactable always thru your landline numbers for easier communication.
- Hope to have better service via telephone call
- Mahirap lang po komontakt sa phone laging all agents are busy ang sagot sana maresolba bihirang bihira po na may makausap
- Phone lines just keep on ringing. Please add additional customer service
- Phone calls are not answered. I suggest that you improve your phone calls as we can easily process our renewal faster and we can save money and time especially if we are from a far away province (Baguio Benguet). I hope I don't have to come here in Manila anymore on my 2021 renewal.
- Phone keeps on ringing... nobody's answering my call. Line 6406906-09 is not responsive.
- Phone number keeps on ringing. Cannot talk to any personnel over phone. Pls add personnel. Much better offices in provinces.
- Please add more telephone for hotline & inquiries & please attend urgently
- PLEASE ANSWER THE LINE OR PROVIDE MORE CONTACT NUMBER.
- Please be active in online chat support some of your client are not near in your branch
- Please be more accessible via phone so that we can personally talk to someone with knowledge about our PhilGEPS concerns. Thank you!
- Please indicate contact numbers that are easy to contact, because every time we make a call for you, the telephone operator always says that the customer service representative is busy assisting other clients from (632) 640-6906-09. We never had a chance to talk to anyone of them , that's why we keep on relying on emails.Please assign one sales/customer representative to every organization/company so that it is easy for us to follow up and communicate with the person in-charge to us to facilitate our application/renewal nexttime.Thank you for your immediate response and sending our new certificate yesterday. More power to you!
- Poor PhilGEPS Hotline
- Pls. assign a real person to your customer service lines. Computer generated answering machine all the time is very impersonal & cause a domino effect in everybody's service
- Regarding the contact numbers, I've been trying to call several times but I was not able to connect. Maybe it will also be better to provide us w/ cellular numbers.
- Sa hotline lang before sobrang hirap mkacontact at saka ang tagal magreply sa email so sana this time mas maimprove sya,Thanks.
- One thing that we find not good with PhilGEPS is the way they handle the hotline care. It is so hard to contact them thru telephone numbers because no one is answering. My call recently was answered after 5 attempts.

Commendations

- Thanks so much for fast Action.
- Easy and fast
- Easy procedure. Good job!
- All Personnel are friendly and accommodating
- All staff are very helpful to their clients & the website of PhilGEPS is easy to use.
- All staff on duty deserves commendation for a "JOB WELL DONE".
- Add staff for phone inquiries but Ms. Eunice is so nice & accommodating.
- Coming into your office is very satisfactory due to fast transactions.
- All are cooperative and accommodating.
- All are very efficient!
- All employees are very excellent in dealing of the customer
- Happy for the fast service.
- Hassle free.
- All employees are very nice and they approached me very well and they helped me to do the best that they can. More power and GOD BLESS US ALL.
- Ang bilis ng process nang renewal!
- Ang bilis ng proseso. Very good.
- Appreciate the help through phone in processing our renewal. Thank you
- Excellent and accommodating staff.
- As for today, I am very satisfied with the service rendered especially when I renew my Philgeps registration. When I sent my oncoll deposit slip, day after i received my Philgeps certificate.
- Approachable & seems happy doing their job!
- Attending staff was very courteous, professional, and efficient.
- Congratulations for the excellent performance in accommodating the needs of your client. You really got the highest customer satisfactions. Keep up your job..we salute you all.
- Congratulations! You are very efficient!
- Continue giving the best customer service.For today, a job well done from receptionist up to the last person who assisted me.
- Continue good / excellent service to your customer.
- Continue the excellent service
- Continue to serve us better. Thanks.
- Continued your good work, we are glad for the early released of the CERTIFICATE of REGISTRATION (PLATINUM MEMBERSHIP)Thanks;
- Excellent in service / customer care =). Thank you and keep up the good work.
- Excellent job and keep up the good work.
- Fastest service and efficient in informing the client about the status of the application.
- Fastest renewal I've experienced since the company registered.
- First time to process online, it's very convenient for us coming from laguna thank you!!!
- Great and efficient service --- Customer delight! It is one of the best Government services I've experienced! Thank you PhilGEPS!
- Hats off to PhilGEPS for a very efficient full online processing of renewal
- I am delighted with your prompt action on my new application. It takes only a few days for processing.Thank you, keep up the good job!
- I am fortunate I have met an accommodating help desk officer when I came back to your office. And when I did the follow up with our renewal after five days, a polite personnel answered and eagerly assisted me with my queries. Please do keep help desk personnel accommodating, responsive and polite especially to walk in clients who travel far just to reach your office to verify and comply with necessary documents and procedures. Thank you.
- I am generally satisfied with the service provided for my request for an upgrade. However, I was not informed that you will temporarily cease sending bid notices to my email during the processing of the upgrade? I thought something was wrong with my email. I tried calling your customer service but either it was busy or no answer. But this is just a minor concern for me.
- I am truly happy that the renewal of our Platinum Membership and the accompanying certificate, this time, have been facilitated quickly! And, all were through your online facility. Meaning, less effort, time and cost to us! Thank you and more power!
- I am very happy with the service, the response is very fast as compared to what i have expected, i am happy.

- I am very satisfied with the service I have experienced from PhilGEPS, in just one day after paying the required membership fee we are able to receive our certificate. Now we can enjoy the privilege of being a PhilGEPS registered member in any government bidding.
- I am very thankful that after I applied for registration, Philgeps Helpdesk promptly replied and approved my registration. After the approval of registration I applied for Platinum membership and I am very thankful that after 3 days my platinum membership was approved. Thank you so much Mam. I am very satisfied with your services.
- I am very thankful that I received my certificate very fast. It was excellent, thanks.
- I appreciate the system. Hassle free and quick approval!
- I have no other suggestion regarding the services rendered to me by your office personnel. They are very accommodating and my transaction finishes in less than an hour. CONGRATULATION.
- I called up the hotline and a certain Mr. Richard was the one who got the call. He is very courteous and instructed me on everything.
- I can say that I am very satisfied with Online Platinum Application. It is more convenient compared to the previous way of renewing.
- I love how online transactions work. However, may I suggest please accept onsite renewal like DTI and other agencies. Lalo na po kung complete naman ang documents. Also, please sana naman within 5 working days, may reply na po if okay na yung documents submitted and/or payment instruction. And after that, sana po within 5 days after payment, ma-email na din po ang Certificate. (peace!)Big help din if merong accessible na hotline, chatbox, or any way na pwede namin kayo madali macontact, kasi more than 10 times ako tumawag sa hotline in different days, hindi ako makacontact. Even sa email, wala po nasagot ng query ko. So from Cavite, we traveled pa to ortigas to ask questions and still online application padin. Online renewal saves a lot of time and effort, pero sana naman po may platform where we can easily talk and reach out to you. Thanks and God Bless.
- I really appreciate your quick ,prompt service and guidance. Your instructions are very clear. God Bless.
- I was really amazed how fast you accomodate my request for a new platinum membership certificate. I received the approval 4 days upon my submissions. Excellent Team! You deserved an ADDITIONAL BONUS!!! So far the quickest among government agencies in terms of response time and delivery of request.
- I was very happy that you replied our mail asap...not like before it takes a month to wait for the certificate..we are very thankful for the immediate reply..have a nice weekend...god bless
- I would like to say THANK YOU for the great service you rendered to us.
- I'm glad that I received our updated Platinum Certificate in 1 week. Got the result faster than before of not having follow-up the PhilGEPS. Keep it up!
- I'm very much impressed on how our application was handled and processed. At first, I didn't know how to start and I didn't know the procedure to follow. But the instructions on your website are so simple that I followed it easily. Before, I'm apprehensive in applying for Philgeps accreditation because of the red tape in government transactions. But now everything has improved. It is only in BIR that needs to be improved. Since Philgeps accreditation needs to pass through BIR, it is with this agency that delayed the process. But insofar as Philgeps is concerned, two thumbs up. May your tribe increase.
- I'm very satisfied with the way they handle my renewal. I find them very helpful and very courteous.
- I'm very satisfied with your service.
- Im satisfied for the service for given with us for the new platinum registration is very fast
- Improving!! Keep it up
- Information Desk Employees are very accommodating.
- It is indeed a very great experience to see and be assisted by PhilGEPS Professionals. May God Bless PHILGEPS and Staff! Mabuhay!
- JOB WILL DONE
- Just want to say thank you for your prompt response.
- Just continue to be courteous and approachable. Thank you.
- Just maintain the good work.
- Keep it up...u make our application easier
- Keep the good work.
- Keep up the best customer service your giving
- Keep up the good job! Be the best customer-service govt. agency. God Bless!
- Keep up the good job! Merry Christmas and Happy New Year!
- Keep up the good standing and being innovative. Likewise, being customer-oriented.
- Keep up the good work and continue the good attitude towards clients.
- Kudos to all the PhilGEPS staff for the promptness of service especially to the security guard on job who is very helpful to all of us clients.

- KUDOS TO ALL YOUR EMPLOYEES, ESPECIALLY KUYA GUARD. THANK YOU
- Kudos to PhilGEPS, excellent service, very commendable.
- Kudos to Sir Rey who asked what my concern is and gave me a number and asked me to wait. Informed me that I need to wait for my number to be called. Also to Marry who answered all my queries and made the transaction fast. She was very accommodating unlike the past years that I've been renewing our membership, most of the guys I encountered will inform you in a loud voice of your problems etc. My transaction went well and fast even if there were a lot of people. They managed to cater everyone.
- Kudos to your patience & attentiveness to customers requests! Keep up the good work (Sana all gov't agencies)
- Kudos! You are all very accommodating and knowledgeable about everything.
- Kuya Richard is very commendable. He helped us very willingly.
- Lahat ng staff ay approachable kaya hindi ka mahihiya magtanong at sana ipagpatuloy lang nila yun.
- Mabuhay PhilGEPS for these two (2) outstanding employees provided satisfactory services.
- Many many thanks to the untiring support of DBM - Philgeps Administrators. They are very kind, courteous and respectful. Sana lahat ng mga nasa gobyerno ganito ang pakikituring sa mga taong bayan na nangangailangan ng kanilang serbisyo. Mabuhay po kayo Philgeps!!!
- On behalf of the company we are very satisfied with your service. Very prompt employees everytime I visit your email. Keep it up! Thank you.
- Over all assistance would be excellent. Kung lahat po ng government employees katulad ni Ms. Eunice at Nam magtrabaho wala pong magiging problema. Thank you for all the help po. =) Matutulungan ka how to accomplish everything. God bless you! =)
- Overall customer service is very good. I personally have to commend to them but I would like to comment that it is much better to have a customer service answering queries through phone
- Overall, the service is very good, and I hope that your office could also be reached via phone call.
- Overall the service provided by the agency was excellent. Just improve the hotline.
- Personnel are very accommodating and the process is fast.
- Philgeps hotline is easy to contact now, i called once and my concern was addressed promptly, approximately 2 1/2 - 3 minutes including the recordings and waiting time. i would just like to suggest please lessen the recordings about the contact number (hotlines) and email addresses.
- PhilGEPS is a highly efficient organization. I'm very thankful for their help, I appreciate it so much. More power to your organization. I wish you all the best. May God bless everyone out there. PhilGEPS is a great institution/organization that must be emulated by other Government branches. You are praise worthy!!!
- Philgeps is really true to their word. If they promise to release it in 5 days, and so they did!! Congrats, good job. Im very very satisfied
- PhilGEPS is the only government office that I've visited with a very excellent professionalism
- Philgeps office acts very fast thank u and very accessible despite we are in the province Thank you, PhilGEPS personnel were very helpful and receptive to the needs of the client. Online application was quick and easy with their assistance.
- Philgeps online service has never been this prompt. Please continue this quality service. Thank you
- Please continue serving the Filipino people with passion & integrity. Thank you! Salute.
- Please continue to provide very good service to us. It encourages us to eagerly participate in government undertakings in line with the Build, build, build program. Thank you.
- Prompt delivery of service. Very efficient!
- Service was excellent for the email inquiries but for the phone service it was horrible. I cannot get through no matter what time of the day. The lines were always busy. But I am completely satisfied with how fast you can accommodate your client. Thank you again!
- Service was fast, handled by Mar Jun David (thank you).The module "view certificates" is not updated in my profile.
- Service was so fast !!!!! Doesn't take them long to process the renewal of our PhilGPES' platinum membership.. Was so thankful..Thank you for the Excellent Service PhiliGEPS !! :)
- Services had improved a lot.
- Sir Rey Tan. Thank you so much for assisting me. God bless. Ms. Eunice, Sir Rey thank you po sa pag assist po and Miss Mary thank you so much din po.
- So far I am very satisfied with the prompt action on my request
- So far the most efficient agency I've been to.
- So much improvement in terms of promptness of responses to queries, the approval is quite fast as well (within 24 hours), compared to prior year/s, it took us several days if not week/s before we received the Platinum certifications. Keep up the good work PhilGEPS Team, and Thank you so much from Pacific Mall Corporation!

- Staff are accommodating and helpful.
- Staff are all courteous, from the one who ask to logged in, the front desk officer and especially the one inside the computer room, who is always willing to help with no hesitation(we always forgot to ask his name)
- STAFFS ARE GOOD & ACCOMMODATING, FAST SERVICE
- Superb!
- Thank you for the better service now compared to years ago when you had computer glitzes in your system.
- Thank you for the excellent service you provided. Keep it up!
- Thank you for the good service! Good job! =)
- THANK YOU FOR THE PROMPT AND QUALITY SERVICE YOU PROVIDED. KEEP IT UP..
- Thank you for the quick facilitation of our Platinum membership.
- Thank you for the speedy action.
- Thank you for the support , guiding us heartily in filing our application.
- Thank you for very fast action and support to the firm.
- Thank you for your assistance, we were able to renew it before the deadline.
- Thank you for your prompt reply. Keep up the good performances.
- Thank you for your speedy approval of our Platinum Membership renewal .
- Thank you PhilGEPS staff! God Bless and More Power!
- Thank you po sa matiyaga at maayos na pag-aassist. God Bless po!
- Thank you so much for the efficient processing of our Philgeps Platinum application.
- Thank you so much for the quick response, and fast process..
- Thank you to Marjon David na sumagot ng hotline of Philgeps, ang hirap kasi maka contact sa hotline. Salamat mabilis na process ang Philgeps certificate.
- Thank you very much for early approval of my application for renewal God bless PHILGEPS!
- Thank you very much for facilitating my renewal of Platinum membership. I had my certificate right on time when my previous one had expired. God bless and more power.
- The PhilGEPS Service Desk is active and fast in response to our mails and concerns.
- The process of updating and the platinum membership online became more easy and fast.
- The rating of service is very good. Sana lang po ay may sumasagot sa telepono nyo para hindi na mahirapan ang mga katulad namin na taga probinsya na kailangan pa lumuwas para lang makakuha ng sagot sa tanong na hindi namin makita sa website ninyo. I commend your frontliners (richard & mary) last nov 8 and nov 15. napakagalang at maayos magpaliwanag. sana lahat ng government agencies ay ganun. sulit naman ang luwas namin dahil maayos nilang nasagot ang mga tanong at na guide kami sa aming dapat gawin. Thank you
- The service is better now! The processing of the platinum membership was met within the 5 day allowable period.
- Very accommodating and good fast service-recommended Mr. Rigor. Thank you so much. Continue the good service.
- YOUR SERVICE IS VERY FAST AND HASSLE FREE. THANK YOU.

Prepared by:



MAY ANN F. CHAN

PMO I, PhilGEPS Customer Service

Approved by:



ROSA MARIA M. CLEMENTE

Director IV, PhilGEPS