



REPUBLIC OF THE PHILIPPINES DEPARTMENT OF FINANCE BUREAU OF CUSTOMS

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30 April 2025

CUSTOMS MEMORANDUM CIRCULAR NO. 93 -2025

TO

ASSISTANT COMMISSIONER

ALL DEPUTY COMMISSIONERS

ALL DIRECTORS AND DIVISION CHIEFS

ALL DISTRICT AND SUB-PORT COLLECTORS

ALL OTHERS CONCERNED

SUBJECT :

CELEBRATION OF EASE OF DOING BUSINESS (EODB)

MONTH 2025

This has reference to the e-mail dated 29 April 2025 from Central Records Management Division, Department of Finance relative to Memorandum Circular that provides guidelines pursuant to Presidential Proclamation No. 818 s. 2025 entitled "Declaring the Month of May of Every Year as the Ease of Doing of Business (EODB) Month".

Our support is requested in cascading the materials related to the celebration of EODB Month 2025, with the theme: "From Red Tape to Red Carpet: Better Business Movement in a Bagong Pilipinas (#R2C: BBMBP)".

For further information, you may contact eodbmonth@arta.gov.ph and odg@arta.gov.ph or visit https://arta.gov.ph/eodbmonth/.

For records purposes, please disseminate this circular throughout your respective offices and submit the necessary confirmation within fifteen (15) days from receipt hereof.

For your information and guidance.

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MALACAÑAN PALACE MANILA

BY THE PRESIDENT OF THE PHILIPPINES

PROCLAMATION NO. 818

DECLARING THE MONTH OF MAY OF EVERY YEAR AS THE "EASE OF DOING BUSINESS (EODB) MONTH"

WHEREAS, Section 27, Article II of the Constitution provides that the State shall maintain honesty and integrity in public service, and shall take positive and effective measures against graft and corruption;

WHEREAS, Section 2 of Republic Act (RA) No. 9485 or the "Anti-Red Tape Act of 2007," as amended by RA No. 11032 or the "EODB and Efficient Government Service Delivery Act of 2018," declares it a policy of the State to promote integrity, accountability, proper management of public affairs and public property, as well as to establish effective practices aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption;

WHEREAS, under Section 17 of RA No. 9485, as amended, the Anti-Red Tape Authority (ARTA) is mandated to implement and oversee a national policy on anti-red tape and EODB, implement various reform initiatives aimed at streamlining government services, recommend policies, processes, and systems to improve regulatory management, monitor and evaluate compliance of agencies, and conduct training programs to ensure adherence to sound regulatory management practices;

WHEREAS, the Administration is committed to strengthening the whole-of-government approach in the delivery of its key services, and is cognizant of the importance of promoting and increasing awareness on the crucial role of RA No. 11032 in creating a more business-friendly environment, driving economic development, and improving bureaucratic efficiency in the country; and

WHEREAS, Section 17, Article VII of the Constitution vests in the President the power of control over all the executive departments, bureaus and offices and the mandate to ensure the faithful execution of laws;

NOW, THEREFORE, I, FERDINAND R. MARCOS, JR., President of the Philippines, by virtue of the powers vested in me by the Constitution and existing laws, do hereby declare the month of May of every year as "EODB Month."

For this purpose, the ARTA shall lead the yearly observance of the EODB Month, and identify programs, activities, and projects for the celebration thereof.



All agencies and instrumentalities of the National Government covered by RA No. 9485, as amended, including government-owned or -controlled corporations and local government units, are hereby directed to coordinate with ARTA for the effective implementation of all programs, activities, and projects relative to the celebration of the EODB Month. Non-government organizations and the private sector are hereby encouraged to actively participate and render the necessary support and assistance to ARTA in the implementation of all EODB initiatives, including the celebration of the EODB Month.

IN WITNESS WHEREOF, I have hereunto set my hand and caused the seal of the Republic of the Philippines to be affixed.

DONE, in the City of Manila, this day of year of Our Lord, Two Thousand and Twenty-Five.

March

, in the



By the President:

Office of the President MALACANANG. ECORDS OFFICE



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MEMORANDUM CIRCULAR NO. 2025-M Series of 2025

TO

ALL HEADS OF NATIONAL GOVERNMENT AGENCIES (NGAs), INCLUDING ATTACHED AGENCIES, BUREAUS, OFFICES, GOVERNMENT-OWNED AND/OR - CONTROLLED CORPORATIONS (GOCCs), AND OTHER GOVERNMENT

INSTRUMENTALITIES

SUBJECT :

GUIDELINES FOR THE OBSERVANCE OF THE EASE OF DOING BUSINESS (EODB) MONTH CELEBRATION WITH THE THEME "RED TAPE TO RED CARPET: BETTER BUSINESS MOVEMENT IN A BAGONG PILIPINAS

(#R2C:BBMBP)"

DATE

16 March 2025

1.0. PURPOSE

This Memorandum Circular provides guidelines pursuant to Presidential Proclamation No. 818, s. 2025 entitled "Declaring the Month of May of Every Year as the Ease of Doing Business (EODB) Month". The month-long observance aims to raise awareness, promote reforms, and encourage collaboration among government agencies, the private sector, and the public to enhance the ease of doing business in the Philippines.

The Proclamation identifies the Anti-Red Tape Authority (ARTA) as lead in the celebration of the EODB month and all agencies and instrumentalities are hereby directed to coordinate with ARTA for the effective implementation of all programs, activities and projects relative to the celebration of the EODB Month. This Memorandum Circular provides the guidelines for its observance. Nongovernment organizations and the private sector are hereby encouraged to actively participate and render the necessary support and assistance to ARTA in the implementation of all EODB initiatives.

This initiative is in line with Republic Act 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 which mandates government agencies to simplify, standardize and automate processes to improve service delivery.

2.0. LEGAL BASES

The observance of National Ease of Doing Business (EODB) Month is anchored on the following laws and executive issuances:

2.1. Republic Act No. 11032 (Ease of Doing Business and Efficient Government Service Delivery Act of 2018) – Strengthens the government's efforts to streamline and standardize processes, reduce bureaucratic red tape, and promote the efficient delivery of public services.

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2.2. Presidential Proclamation No. 818, s. 2025 – Declares the month of May as National Ease of Doing Business Month, emphasizing the government's commitment to regulatory efficiency and service improvement.

3.0. OBJECTIVES

The Ease of Doing Business (EODB) Month aims to promote a culture of efficiency, transparency, and accountability in government service delivery by encouraging agencies to adopt innovative and citizen-friendly measures that streamline processes, reduce bureaucratic red tape, and enhance the overall ease of transacting with the government. Specifically, the celebration seeks to:

- Raise awareness on the importance of regulatory efficiency and its impact on economic growth, investment, and public service delivery.
- Encourage government agencies to implement streamlined processes and best practices in line with the Ease of Doing Business Act (RA 11032).
- Foster collaboration among national government agencies, local government units, and the private sector to improve public service accessibility and efficiency.
- Recognize and commend agencies and personnel who have demonstrated excellence in delivering efficient and citizen-friendly government services.
- Encourage businesses and investors to establish and expand their operations in the Philippines by showcasing ongoing reforms and improvements in the ease of doing business.
- Engage the public through various participatory activities that highlight the government's commitment to reducing red tape and improving service delivery.

4.0. THEME & BRANDING GUIDELINES

For the year 2025, the official theme of EODB Month shall be "From Red Tape to Red Carpet: Better Business Movement in a Bagong Pilipinas (#R2C:BBMBP)". In line with this, all agencies and stakeholders shall observe the following branding and promotional guidelines:

4.1. Logo Usage

The Ease of Doing Business Month Logo shall appear in all materials to be used for the annual celebration of the EODB Month. This should be placed after the Agency logo and before the Bagong Pilipinas logo.

The following should always be considered when using these logos:

- Use the logo in its original color scheme. Monochrome versions should only be used when colored reproduction is not feasible or when a minimalist approach is required.
- Do not modify or alter any of the logo's elements.

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- Maintain the aspect ratio, do not stretch or distort the proportions in any way.
- · Do not rotate or tilt.
- Maintain minimal clear space around the logo.
- The logo should not overlap with texts or other elements that might obscure its appearance.

4.2. Official Banner (11ft, X 4ft.)

Agencies must prominently display the official EODB Month banner in their offices, customer service areas, and main building facades. It can also be resized depending on the posting space of the agency, but the length-width proportion must be maintained at all times.

The banner shall be downloadable from the ARTA website and should not be modified, other than the incorporation of the Agency Logo and Agency Name in the design.

4.3. Social Media and Online Presence

Agencies are required to update their social media cover photos and website banners to reflect the official EODB Month branding. Templates and materials will be provided by ARTA as the lead agency for the event.

As part of the whole-of-nation approach, government agencies are also enjoined to share and disseminate officials posts, articles, and videos in commemoration of the EODB Month. Participation in all social media campaigns and competition is also highly encouraged.

When posting about their activities or support, all official government social media accounts must use the official hashtags: #EODBMonth2025, #FromRedTapeToRedCarpet, #BetterBusinessMovement and #R2C:BBMBP.

4.4. Communication and Promotional Materials

All press releases, newsletters, and information bulletins published in May must also include the significance of EODB Month.

Government agencies are encouraged to come up with their own posters, infographics, videos, and testimonials about their efforts in improving ease of doing business and government service delivery.

5.0. ACTIVITIES & PARTICIPATION

The 2025 National Ease of Doing Business (EODB) Month will be marked by various activities designed to engage government agencies, the private sector, and the general public in promoting regulatory efficiency and improved service delivery. ARTA enjoins all government agencies to participate in the following activities¹:

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¹ Advisories with specific details on each event will be released

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5.1. EODB Themed First Flag Ceremony for the month of May

On the first Monday of May, all government agencies shall include a special segment in their flag-raising ceremonies to discuss the importance of EODB Month.

The discussion should cover the following:

- The significance of EODB reforms in improving government service delivery. There must be mention specifically as to how their respective agencies' clients or stakeholders responded or benefited from their improved service delivery in light of EODB reforms
- The agency's specific initiatives aligned with RA 11032. The agency can highlight only its flagship initiatives, bureaucratic innovation, or main thrusts. It is encouraged that these initiatives are solely that of the agency and not developed for them by other government offices.
- · A brief overview of the scheduled EODB Month activities.

5.2. EODB Fun Run: Run for Better Business Movement

As part of the celebrations, ARTA with the Quezon City Government, government partners, and private sector stakeholders will organize a Fun Run on May 11, 2024 at Pasong Tamo, Quezon City. This event is open to the government, private sector participants and the general public. The fun run raises awareness of the government's ease of doing business initiatives as well as health and wellness. A productive and motivated workforce is essential to deliver fast, efficient and citizen-centric services.

5.3. Poster Making Contest

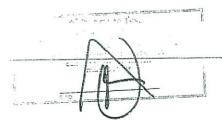
In celebration of National Ease of Doing Business (EODB) Month, the Anti-Red Tape Authority (ARTA) is launching a Poster Making Contest to engage the public in promoting the theme "From Red Tape to Red Carpet: Better Business Movement in a Bagong Pilipinas (#R2C:BBMBP)." This contest aims to visually express the importance of efficient government service delivery and regulatory efficiency in fostering economic growth and ease of doing business in the country.

5.3.1. Eligibility

The contest is open to all Filipino citizens, including students, professionals, and amateur or professional artists.

Participants may join as individuals; group submissions are not allowed.

ARTA employees and their immediate family members are ineligible to participate.



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5.3.2. Theme and Concept

The poster must align with the official EODB Month theme: "From Red Tape to Red Carpet: Better Business Movement in a Bagong Pilipinas (#R2C:BBMBP)."

The artwork should visually depict concepts such as ease of doing business, government efficiency, transparency, reduced bureaucratic red tape, and economic empowerment.

Entries must be original and must not contain any copyrighted images or text.

5.3.3. Technical Requirements

Posters must be created in A3 size (11.7 inches x 16.5 inches), in portrait orientation.

Participants may use traditional (paint, watercolor, ink, colored pencils, etc.) or digital mediums.

Digital artworks must be in high-resolution (300 DPI) JPEG or PNG format.

All entries must include the EODB Month official logo and the Bagong Pilipinas logo.

Posters should not contain offensive, obscene, or inappropriate content.

5.3.4. Submission Guidelines

Each participant may submit only one (1) entry.

Traditional artworks must be scanned or photographed in high resolution and submitted as a digital file.

Entries must be submitted via email to eodbmonth@arta.gov.ph with the subject line: "EODB 2025 Poster Contest Entry - [Participant's Name]".

The email must include the following details:

- Full Name
- Age
- Address
- Contact Number
- Short description (100-150 words) explaining the artwork's relevance to the theme.

Deadline for submission: May 15, 2025, at 11:59 PM (PST).

Late or incomplete submissions will not be considered.

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5.3.5. Judging Criteria

Entries will be evaluated based on the following criteria:

- Relevance to the Theme 40%
- Creativity and Originality 30%
- Visual Impact and Aesthetic Appeal 20%
- Technical Execution and Presentation 10%

Total: 100%

5.3.6. Prizes and Recognition

Five winners will receive the prizes and certificates.

Winning entries will be showcased on ARTA's official website and social media platforms.

The awarding ceremony will be held during the EODB Month Culmination Event/ARTA Anniversary Celebration.

5.3.7. Intellectual Property Rights

By submitting an entry, participants grant ARTA the right to use, reproduce, and distribute the artwork for promotional and advocacy purposes with due credit.

Participants retain the ownership of their artwork but agree that winning entries may be displayed and used in official EODB Month materials.

5.4. Social Media Story/Reels Contest

5.4.1. Eligibility

The contest is open to all Filipino citizens, including individuals, businesses, and government agencies.

Participants must have active Facebook, Instagram, or Tiktok accounts.

ARTA employees and their immediate family members are ineligible to participate.

5.4.2. Theme and Concept

The social media story/reel must align with the official EODB Month theme: "From Red Tape to Red Carpet: Better Business Movement in a Bagong Pilipinas.(#R2C:BBMBP)."

The content should showcase:

Personal experiences with efficient government transactions.

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- How government reforms have improved business processes.
- The impact of streamlined services on businesses and individuals.

The story/reel must be original, engaging, and should not contain any copyrighted music, images, or videos.

5.4.3. Technical Requirements

The video must be between 15 to 60 seconds long.

Content should be in MP4 format with at least 720p resolution.

The video should include the EODB Month official logo and use the hashtags: #EODBMonth2025, #FromRedTapeToRedCarpet, #BetterBusinessMovement, and #R2C:BBMBP.

Offensive, obscene, or inappropriate content will not be accepted.

5.4.4. Submission Guidelines

Participants must publicly post their entries on their Facebook, Instagram, or TikTok accounts.

The caption must include a short description (50-100 words) explaining how their story/reel aligns with the EODB Month theme.

Entries must tag the official social media accounts of ARTA and use the contest hashtags.

Participants must also submit a screenshot and link to their entry via email to eodbmonth@arta.gov.ph with the subject line: "EODB Story/Reels Contest Entry - [Participant's Name]".

Deadline for submission: May 15, 2025, at 11:59 PM (PST).

Late or incomplete submissions will not be considered.

5.4.5. Judging Criteria

Entries will be evaluated based on the following criteria:

- Relevance to the Theme 40%
- Creativity and Originality 30%
- Engagement (Likes, Shares, Comments) 20%
- Technical Quality (Audio, Visual, Editing) 10%

Total: 100%

5.4.6. Prizes and Recognition

Five winners will receive prizes and certificates.

Winning entries will be featured on ARTA's official social media platforms.

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The awarding ceremony will be held during the EODB Month Culmination Event in May 2025.

5.4.7. Intellectual Property Rights

By submitting an entry, participants grant ARTA the right to use, reproduce, and distribute the content for promotional and advocacy purposes with due credit.

Participants retain ownership of their content but agree that winning entries may be displayed and used in official EODB Month materials.

5.5. Recognition of High-Performing Services and Personnel

The recognition of high-performing personnel aims to acknowledge and incentivize government employees who have demonstrated excellence in delivering efficient, transparent, and client-friendly public services. This initiative encourages a culture of continuous improvement and responsiveness to the needs of citizens and businesses.

Agencies shall evaluate the client satisfaction measurement (CSM) score of their frontline services. Personnel assigned to offices or service units that consistently receive very satisfactory ratings (e.g., above 90% or as per agency standards) shall be considered for recognition.

Recognition may be conducted during a Flag-Raising Ceremony or a scheduled agency event within the month of May to highlight the contributions of their personnel.

5.6. Nationwide Frontline Service Inspection (Second Week of May)

The Nationwide Frontline Service Inspection aims to assess and enhance the efficiency, accessibility, and quality of government frontline services. This initiative ensures compliance with the Ease of Doing Business and Efficient Government Service Delivery Act (RA 11032) and promotes continuous improvements in service delivery.

5.6.1 Scope and Coverage

All National Government Agencies (NGAs), Local Government Units (LGUs), and Government-Owned and Controlled Corporations (GOCCs) offering frontline services are required to participate.

The inspection will focus on customer service experience, processing time, ease of transactions, and overall service efficiency.

The Committee on Anti-Red Tape (CART) of each agency shall lead the inspection and documentation process. Agencies should involve private sector representatives in the inspection.

5.6.2. Inspection Guidelines

Each agency must select key frontline service areas for inspection.

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The inspection shall evaluate the following:

- Compliance with standard processing times per RA 11032.
- Presence of clear, accessible, and transparent information on services.
- Overall efficiency and friendliness of frontline personnel.
- Functionality of online and physical service channels.
- Receiving of complaints through Public Assistance and Complaints Desk (PACD).

Agencies must document findings through photos, videos, and summary reports.

Best practices and innovative solutions identified during the inspection must be shared on official digital platforms.

5.6.3. Posting and Live Streaming (Thursday of Inspection Week)

Agencies are encouraged to conduct live streaming sessions showcasing their commitment to improving service delivery.

The Anti-Red Tape Authority (ARTA) will compile and feature outstanding agency efforts on its official platforms.

Agencies must also post 'Bawal ang Red Tape' posters in their respective offices and service areas. They shall take photos, record videos, or conduct live streaming while posting these materials to document their commitment to eliminating red tape and improving government service delivery.

All participating agencies must post their findings and highlights on their official social media pages using the official hashtags: #EODBMonth2025, #FromRedTapeToRedCarpet, #BetterBusinessMovement, and #R2C:BBMBP.

5.6.4. Culminating Activity on PTV-4's 'Bagong Pilipinas Ngayon'

The culminating activity for the Nationwide Frontline Service Inspection will be broadcasted on PTV-4's Bagong Pilipinas Ngayon TV Program.

The special segment will feature:

- Insights from ARTA leadership on the impact of the inspection.
- Showcasing exemplary agencies that demonstrated outstanding service improvements.
- Interviews with citizens and business owners on their experiences with government services.

Agencies with top-performing service improvements will be recognized during the program.

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5.6.5. Submission of Reports

All participating agencies must submit their Post-Inspection Reports to ARTA within five (5) working days after the inspection week.

Reports must include:

- Summary of findings and recommendations.
- · Photo and video documentation.
- Testimonies from service users.

Reports should be emailed to eodbmonth@arta.gov.ph with the subject line "EODB 2025 Inspection Report - [Agency Name]".

5.6.6. Recognition and Awards

Agencies demonstrating exceptional service improvements will receive:

- Certificates of Recognition from ARTA.
- Feature on ARTA's website and social media pages.
- Opportunity to present their best practices in future ARTA events.

5.7. EODB Lanes for High-Impact Services

All government agencies are enjoined to establish an EODB Lane within their respective offices to facilitate faster, more efficient, and citizen-friendly government transactions.

Each agency shall designate at least one high-impact external service to be processed through the EODB Lane. The selected service must provide a tangible benefit to the public, consistent with existing laws and regulations. These benefits may include, but are not limited to:

- · Faster processing times
- · Reduced requirements
- Extended validity periods for permits, licenses, or certifications to reduce the frequency of renewals.
- Waived penalties for delayed renewals or late applications, where legally permissible, to encourage compliance and reduce financial strain on businesses and individuals.

Agencies may adopt a combination of these benefits or implement additional incentives, provided that all adjustments comply with applicable existing rules and regulations.

The EODB Lane may be operationalized through either a dedicated physical counter or an online processing portal to accommodate transactions. These lanes must be clearly labeled and publicized via the agency's official website, social media platforms, and physical signage within service centers to ensure public awareness.

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Additionally, agencies shall implement a Client Satisfaction Measurement (CSM) mechanism in conjunction with the EODB Lane. This will allow agencies to gather feedback on the effectiveness and efficiency of the improved process. The data collected from the CSM may serve as a basis for assessing the feasibility of institutionalizing the streamlined process beyond the EODB Month.

5.8. One-Stop Shop for Government Services

ARTA in partnership with a selected LGU will host the Grand EODB Fair, which simulates a One-Stop Shop (OSS) for essential government services. These services would include, but not limited to, applications for National ID, Passport, BIR TIN ID, GSIS e-Card, Pag-IBIG Loyalty Card, PhilHealth ID, LBP Savings Account, and Driver's License, among others.

To execute this, ARTA together with its partner LGU shall organize the Grand EODB Fair wherein:

- The ARTA Central Office shall organize a fair in Quezon City, while the Regional Field Offices shall conduct the same in each of their assigned regions;
- Government agencies delivering the abovementioned services will be invited to setup their respective booths and/or kiosks to form part of the OSS;
- The host LGU shall setup their own booth, through which they can offer a selected service, preferably related to business permitting and licensing;
- ARTA will have its own booth and setup a green lane for receiving complaints and showcase its digital platforms such as Policy Reform, Innovation, and Streamlining Management (PRISM), Anti-Red Tape Electronic Management Information System (ARTEMIS), Philippine Business Regulations Information System (PBRIS), and electronics Complaints Management System (eCMS); and
- Information dissemination materials shall also be made available in every booth to raise awareness on various government services and initiatives geared towards promoting ease of doing business.

Through the Grand EODB Fair, ARTA aims to celebrate the EODB Month by making basic services accessible to the public—encouraging citizens and businesses to transact with government and discover the improvements achieved thus far in our systems and procedures. Overall, this activity shall highlight the benefits of adopting a whole-of government strategy—in this case, in the form of establishing a one-stop-shop—in order to promote efficient government service delivery for all.

6.0. ARTA ORGANIZED ACTIVITIES

In addition to the nationwide activities, ARTA will organize special events to bring together key stakeholders and highlight ongoing reform efforts. Agencies are encouraged to participate in and support these initiatives:

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6.1. EODB Reform Guidebook Launch and Recognition for Excellence in Ease of Doing Business

ARTA will launch the EODB Reform Guidebook, a publication featuring best practices, case studies, and strategies for improving regulatory efficiency. The guidebook will serve as a reference for agencies in implementing ease of doing business initiatives. The launch event will include a presentation of key reforms and testimonials from agencies that have successfully streamlined their processes.

Furthermore, a Recognition will be held to honor outstanding contributors to regulatory efficiency and business process improvements. The following will be recognized:

- eBOSS-Compliant LGUs that process business permits within 10 minutes
 as verified
 by ARTA.
- Top Performers in the Report Card Survey, recognized for high client satisfaction ratings in service efficiency and transparency.
- Private Sector Partners with impactful EODB initiatives, supporting regulatory reforms and business process improvements.
- Telecommunications Companies with the most towers constructed, enhancing digital infrastructure and connectivity.

6.2. Philippine Good Regulatory Principles Week

Recognizing the importance of Good Regulatory Practices in fostering economic growth and investor confidence, ARTA will host a conference that will entail capacity building workshops, policy dialogues on improving regulatory frameworks across government agencies and recognition of agencies that best exemplify the 10 Philippine Good Regulatory Principles in the final week of May, from 25 to 31 May 2025.

6.3. Commendation of LGUs with Fully Compliant Electronic Business One Stop Shops

ARTA will be holding a special commendation ceremony to recognize outstanding local government units that have successfully implemented the Electronic Business One Stop Shop requirement of the EODB Law.

7.0. IMPLEMENTATION & MONITORING

ARTA shall oversee the implementation of EODB Month activities. Agencies through their Committee on Anti-Red Tape must submit a post activity report on or before June 30, 2025 summarizing their participation and observance efforts.

For inquiries, please contact:
ARTA - Ease of Doing Business Month Committee
Email: eodbmonth@arta.gov.ph

All relevant materials can be found through the following link: https://arta.gov.ph/eodbmonth.

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8.0. EFFECTIVITY

This Memorandum Circular shall take effect immediately upon its complete publication in the Official Gazette or in a newspaper of general circulation and filing with the Office of the National Administrative Register.

For information and guidance.

SECRETARY ERNESTO V. PEREZ

Director General

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