

NEWSLETTER

May 2021

Dear friends, colleagues and partners,

For six years already the Business Ombudsman Council has been helping businesses to solve problems related to interaction with state bodies.

We launched this newsletter for potential applicants to make them aware of our opportunities and tell existing complainants about important issues our institution is working on. In the newsletter we will share peculiarities of the BOC work as well as main business complaints trends on state officials' malpractice.

Marcin Świącicki



NEWS



Supervisory Board approves BOC Q1 2021 report



Marcin Świącicki shares his views on Municipal Business Ombudsmen title creation



Business Ombudsman speaks at the State Tax Service Collegium meeting



Business Ombudsman and his Deputy speak about business issues of taxes administration at Tax Forum



Iaroslav Gregirchak on urgent need to pass a law to implement antitrust reforms



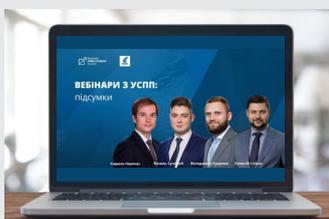
Tetyana Korotka on the role of Business Ombudsman Institution in CEE and Central Asia during OECD, EBRD and EU event



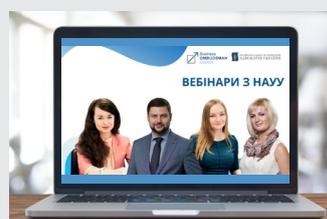
Tetiana Kheruvimova on importance of third-parties' inspections at International Compliance Day 2021



Vladyslav Zhabskiy on tax inspections during quarantine at UBA Business Protection Forum



The first project of webinars with the Ukrainian League of Industrialists and Entrepreneurs: summary



BOC continues holding practical seminars with the Ukrainian National Bar Association

YOU CAN WATCH WEBINARS HERE

SYSTEMIC WINS

Apart from reviewing individual complaints from entrepreneurs, the Business Ombudsman Council works to resolve systemic business issues. Since May 2015, the BOC has prepared 17 systemic reports with respective recommendations to state bodies. Among them, in Q1 2021 the following were implemented:

The Verkhovna Rada passed a law obliging local government authorities to re-conclude land lease agreements with new real estate property owners under a simplified and transparent procedure;

The Verkhovna Rada adopted a law abolishing the obligation to keep paper employment record books;

The Cabinet of Ministers approved the National Economic Strategy for the period up to 2030, which includes measures that have not lost their relevance in connection with expiration of the SME Development Strategy until 2020;

The Ministry for Development of Economy, Trade and Agriculture granted access for SMEs to information on funding opportunities, technical assistance and training materials on financial literacy portal for entrepreneurs.

MAY 2021 STATISTICS

152

COMPLAINTS
RECEIVED

-18%
as compared to
April 2021

+42%

as compared
to May 2020



125

COMPLAINTS
UNDER
INVESTIGATION

-3%
as compared to
April 2021

+60%

as compared
to May 2020

THE BOC COMPLETED INVESTIGATION OF

84
CASES

-29%
as compared
to April 2021

-5%
as compared to
May 2020

In April-May 2021,
we helped businesses
return and save

UAH 81 MN

CASE STUDIES



Law enforcers close criminal proceedings against Econia



At fourth attempt: company receives building permit with the BOC facilitation



International express shipments released from under arrest

[More cases here](#)

HOW TO FILE A COMPLAINT



Stay tuned for more on our [Facebook page](#)