



Business
OMBUDSMAN
Council

5 YEARS OF OPERATIONS IN UKRAINE

**INDEPENDENTLY.
CONFIDENTIALLY.
FREE OF CHARGE.**

20.05.2015-20.05.2020

WHO WE ARE

The Business Ombudsman Council

is an independent permanent advisory body of the Cabinet of Ministers, established with the participation of the EBRD, the OECD, leading Ukrainian business associations and the Government. The BOC reviews business complaints concerning malpractice of state bodies.

For example:

If an entrepreneur is asked for a bribe in «exchange» for a certain service, is suddenly visited by law enforcers, if he faces difficulties in receiving a VAT refund or a construction permit, he can ask the Business Ombudsman to consider the situation.

GOALS:



Facilitate the fight against corruption and other business abuse



Contribute to greater investment attractiveness of Ukraine

+



Promote a public service culture of fairness, openness and accountability

CONTACT US:

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www.boi.org.ua

 @BusinessOmbudsmanUkraine

 @Business Ombudsman Council

 @business_ombudsman_council

 @bus_ombudsman

 @Рада бізнес-омбудсмена

HOW TO SUBMIT A COMPLAINT:



Website
www.boi.org.ua



Email
info@boi.org.ua



Bring documents
directly to the office
in Kyiv

HOW WE WORK



ASSESS YOUR COMPLAINT
(up to 10 working days)



INVESTIGATE YOUR COMPLAINT
(up to 3 months)



ISSUE AND MONITOR RECOMMENDATIONS
(until they are properly implemented)

WHO CAN COMPLAIN



Legal entity



Individual entrepreneur

whose entrepreneurial interest was violated

YOU CAN COMPLAIN AGAINST



State body



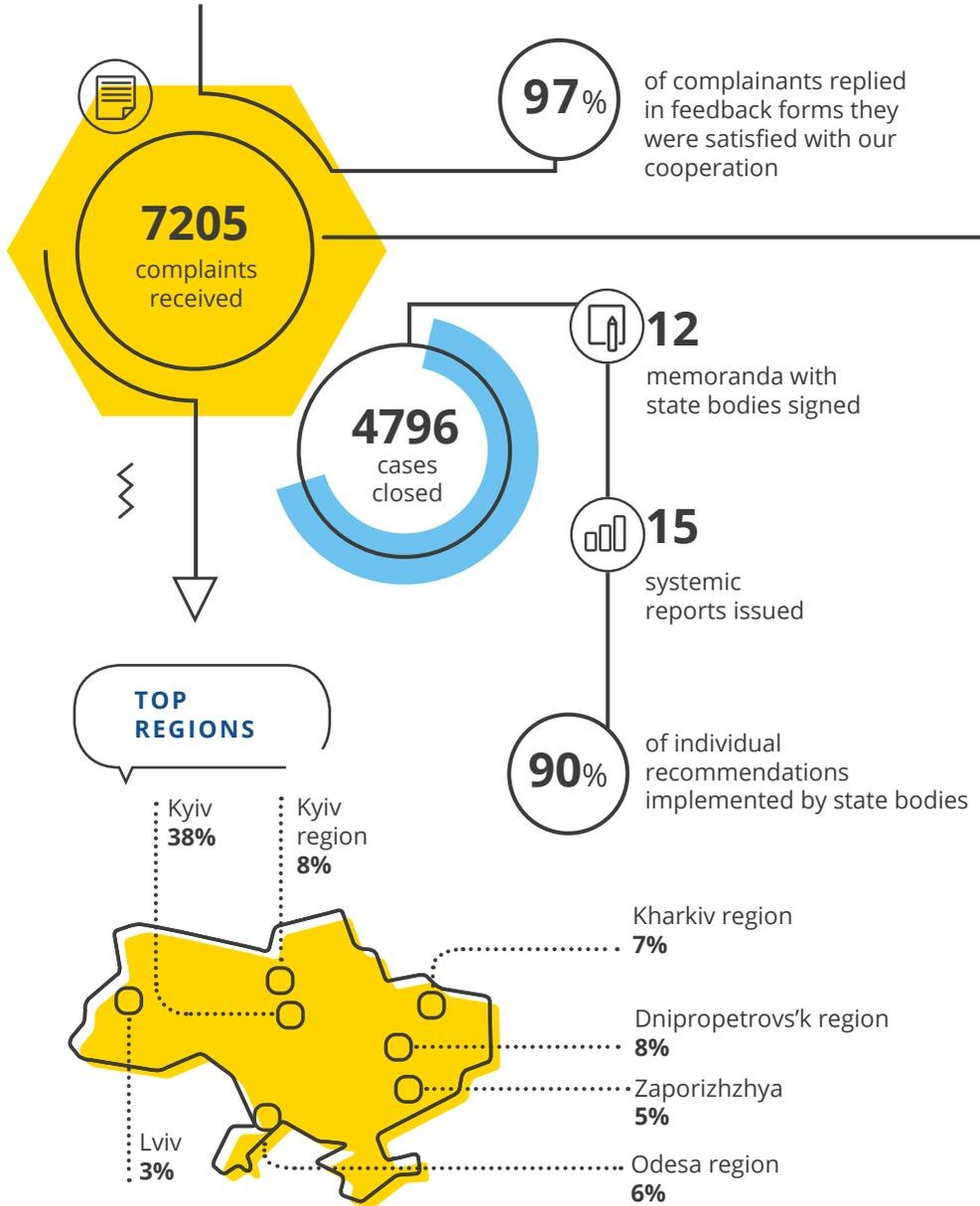
Local government authority



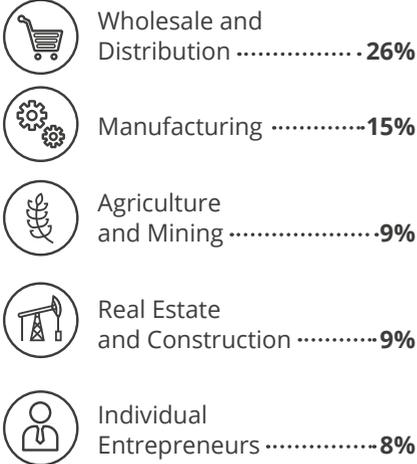
State-owned enterprise

RESULTS OF 5 YEARS AT A GLANCE

MAY 2015-MAY 2020



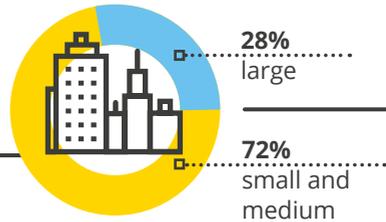
TOP-5 INDUSTRIES



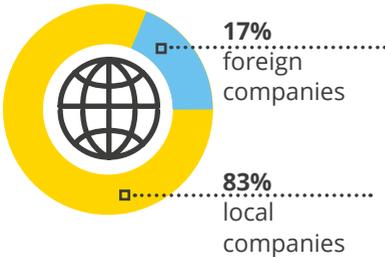
TOP-5 SUBJECTS OF COMPLAINTS



SIZE OF BUSINESS



ORIGIN OF INVESTMENTS



NON-FINANCIAL IMPACT:

- State official's malpractice ceased
- Ungrounded criminal cases closed
- Seized property returned
- Court decisions executed
- Permits and licenses obtained
- Procedures and legislation improved

UAH **18,2** billion direct financial impact for entrepreneurs

TEAM

The Council's team consists of 30 distinguished experts with mostly western education and practical experience in law, economics, auditing, and risk management.



Marcin Swiecicki

since October 2019

the Business Ombudsman of Ukraine

2011-19

Member of the Polish Parliament (Sejm). Deputy chair of Ukrainian Parliamentary Group

2014-15

Advised the Ukrainian government on decentralization reform

2007-11

Chaired the EU-UNDP "Blue Ribbon" project in Kyiv

1999-00

Member of the negotiating team for the accession of Poland to the EU

1994-99

Mayor of Warsaw



Deputies of the Business Ombudsman



Secretariat

