

# 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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info@boi.org.ua


[www.boi.org.ua](http://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](http://www.boi.org.ua)



Email  
[info@boi.org.ua](mailto:info@boi.org.ua)



Bring documents  
directly to the office  
in Kyiv

## HOW WE WORK



### WHO CAN COMPLAIN



Legal  
entity



Individual  
entrepreneur

**whose entrepreneurial  
interest was violated**

### YOU CAN COMPLAIN AGAINST



State  
body



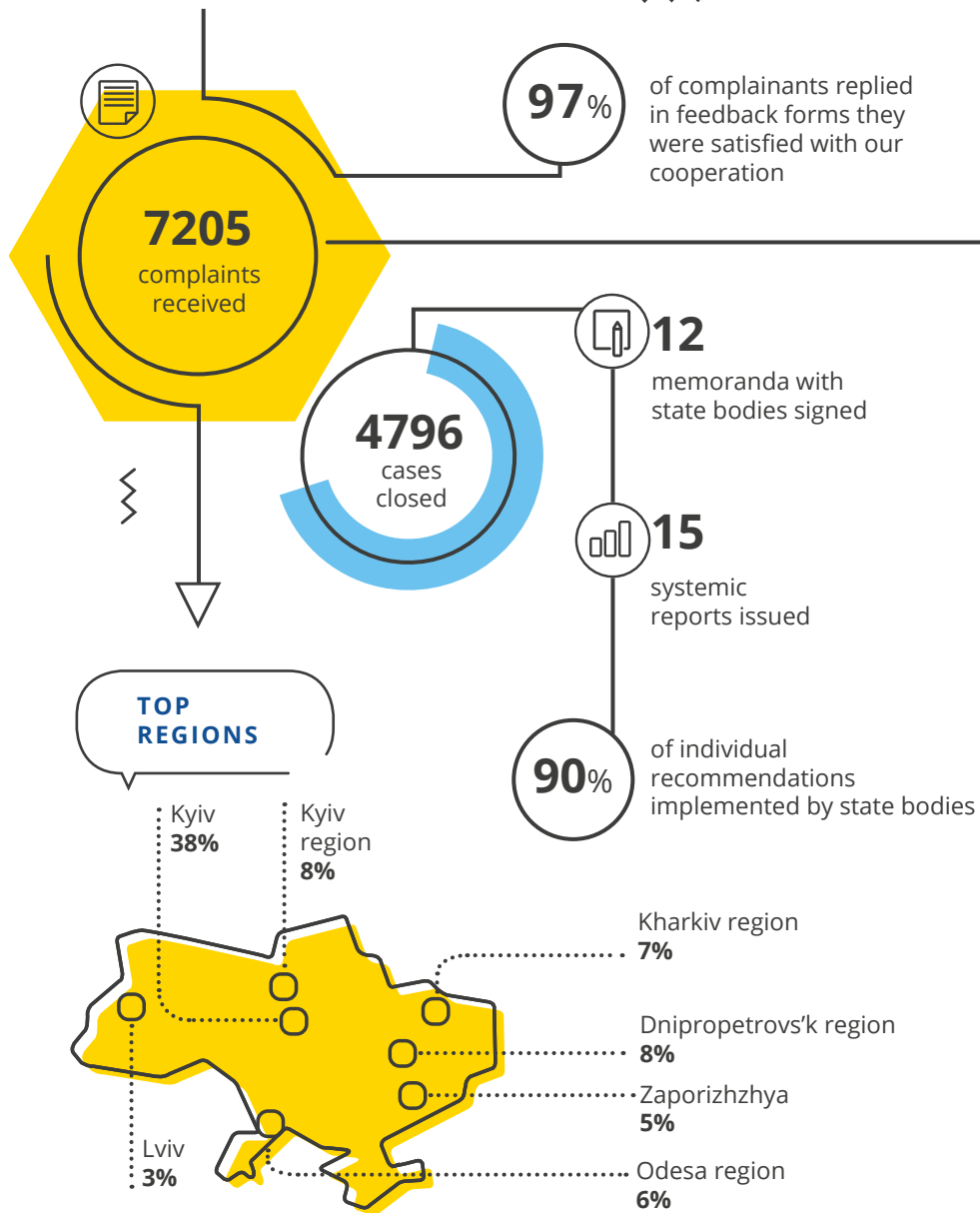
Local government  
authority



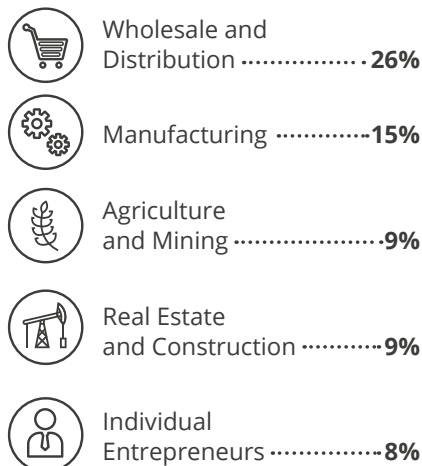
State-owned  
enterprise

# RESULTS OF 5 YEARS AT A GLANCE

MAY 2015-MAY 2020



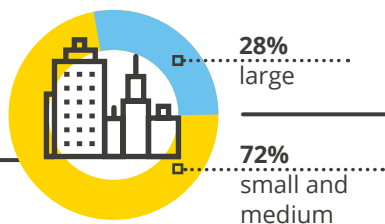
## TOP-5 INDUSTRIES



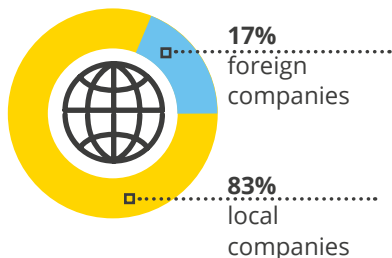
## TOP-5 SUBJECTS OF COMPLAINTS



## 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**

