

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. If an entrepreneur is asked for a bribe in “exchange” for a certain service, faces procedural abuse from law enforcers, specific 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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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 Świąćicki

the Business Ombudsman of Ukraine since October 2019.

2011-2019 Member of the Polish Parliament (Sejm). Deputy chair of Ukrainian Parliamentary Group

2007-2011 Chaired the EU-UNDP “Blue Ribbon” project in Kyiv

2014-2015 Advised the Ukrainian government on decentralization reform

1999-2000 Member of the negotiating team for the accession of Poland to EU

1994-1999 Mayor of Warsaw



DEPUTIES OF THE BUSINESS OMBUDSMAN

SECRETARIAT



WHO CAN COMPLAIN



Legal entity



Individual entrepreneur, whose entrepreneurial interest was violated

AGAINST WHOM YOU CAN COMPLAIN

State body

State-owned enterprise

Local government authority

HOW WE WORK

1

ASSESS YOUR COMPLAINT
(up to 10 working days)

2

INVESTIGATE YOUR COMPLAINT
(up to 3 months)

3

ISSUE AND MONITOR RECOMMENDATIONS
(until they are properly implemented)

SUBMIT A COMPLAINT: boi.org.ua

6 YEARS IN UKRAINE: KEY RESULTS

9000+

complaints received

6000+

cases closed

89%

OF INDIVIDUAL RECOMMENDATIONS IMPLEMENTED BY STATE BODIES

97%

OF COMPLAINANTS THAT FILLED IN FEEDBACK FORMS WERE SATISFIED WITH OUR COOPERATION



12

MEMORANDA WITH STATE BODIES SIGNED

8



PERMANENT JOINT EXPERT GROUPS



17

SYSTEMIC REPORTS ISSUED

DIRECT FINANCIAL IMPACT FOR ENTREPRENEURS

UAH 19 BILLION

NON-FINANCIAL IMPACT:

State official's malpractice ceased

Seized property returned

Court decisions executed

Permits and licenses obtained

Procedures and legislation improved

TOP-5 INDUSTRIES



26%

Wholesale and Distribution



14%

Manufacturing



10%

Agriculture and Mining



9%

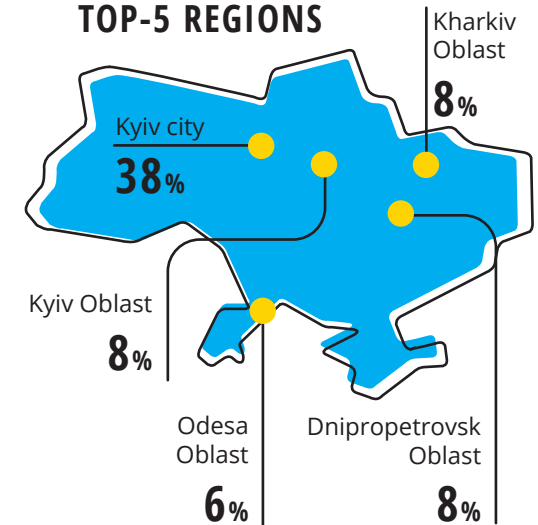
Real Estate and Construction



9%

Individual Entrepreneur

TOP-5 REGIONS



TOP-5 SUBJECTS OF COMPLAINTS

Tax issues	55%
Actions of law enforcements agencies	16%
Actions of state regulators	8%
Actions of local government authorities	4%
Customs issues	4%

SIZE OF BUSINESS



ORIGIN OF INVESTMENTS

