

# BUSINESS OMBUDSMAN COUNCIL IN UKRAINE

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





## 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

## 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



## 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



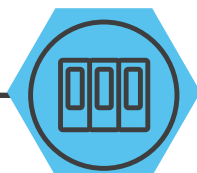
Individual entrepreneur

**whose entrepreneurial interest was violated**

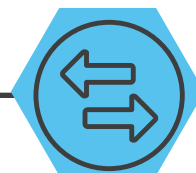
### YOU CAN COMPLAIN AGAINST



State body

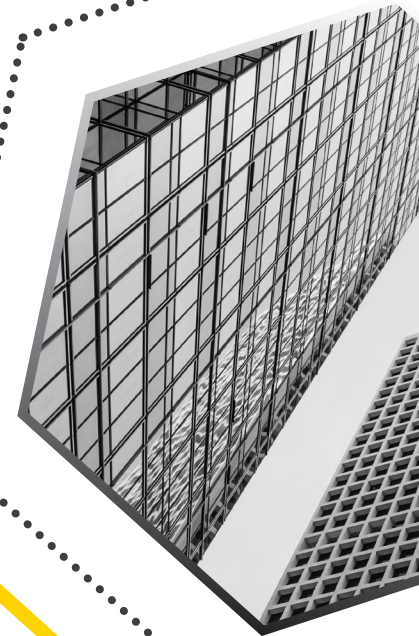
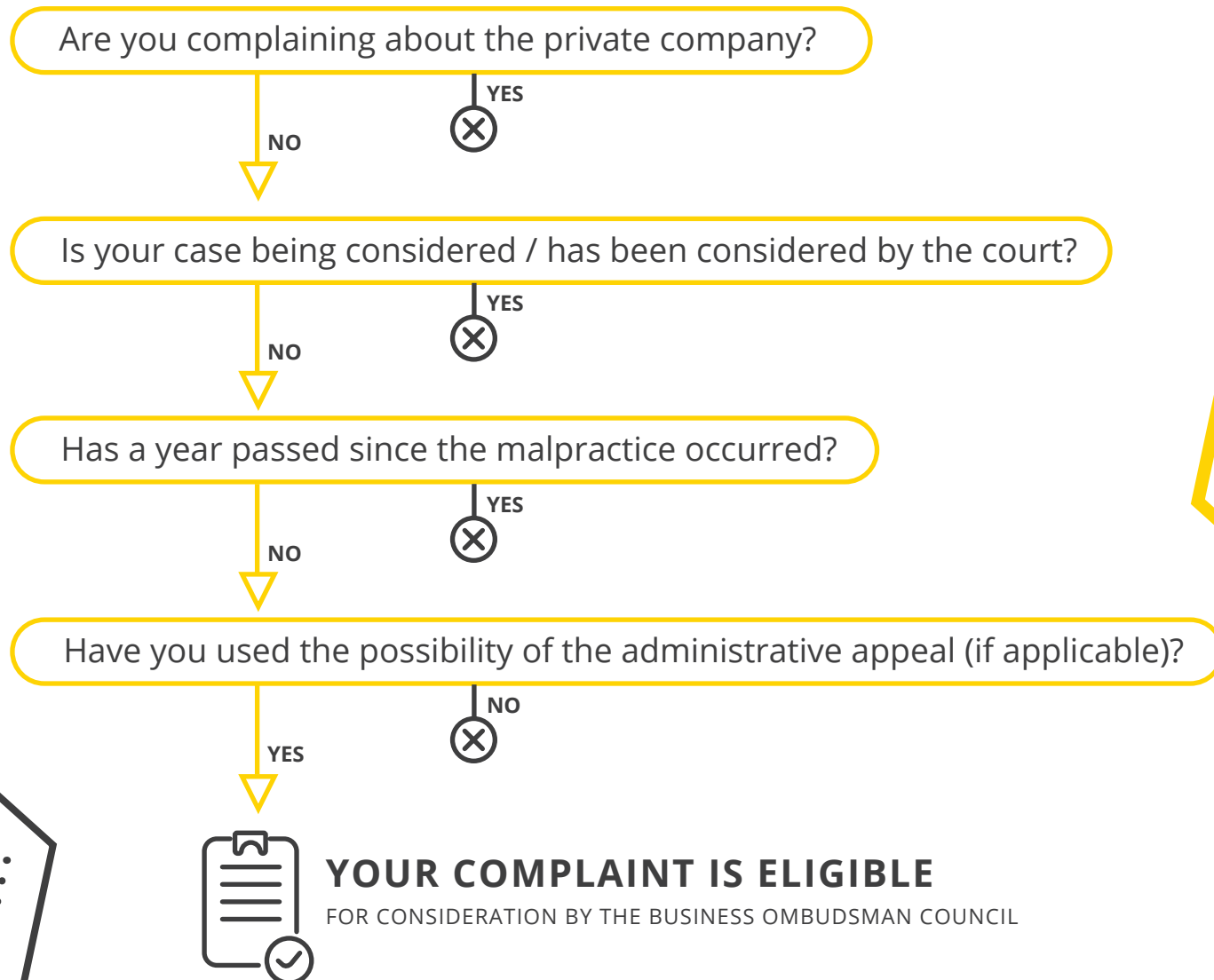


Local government authority



State-owned enterprise

# CHECK WHETHER YOUR COMPLAINT MEETS THE REQUIREMENTS OF THE COUNCIL



# RESULTS OF 5 YEARS AT A GLANCE

MAY 2015 — MAY 2020

7205 complaints received

4796 cases closed



**UAH 18,2 billion**

direct financial impact for both Ukrainian and foreign entrepreneurs

17%

came from foreign companies

## FOREIGN COMPANIES:

**1229**  
complaints received

89%

of individual recommendations implemented by state bodies

97%

of complainants replied in feedback forms they were satisfied with our cooperation

UAH  
**10,3 billion**

direct financial impact for entrepreneurs

**923**  
cases closed

12

memoranda with state bodies signed

15

systemic reports issued

### 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

# FOREIGN COMPANIES: RESULTS OF 5 YEARS AT A GLANCE

## TOP-5

### SUBJECTS OF COMPLAINTS

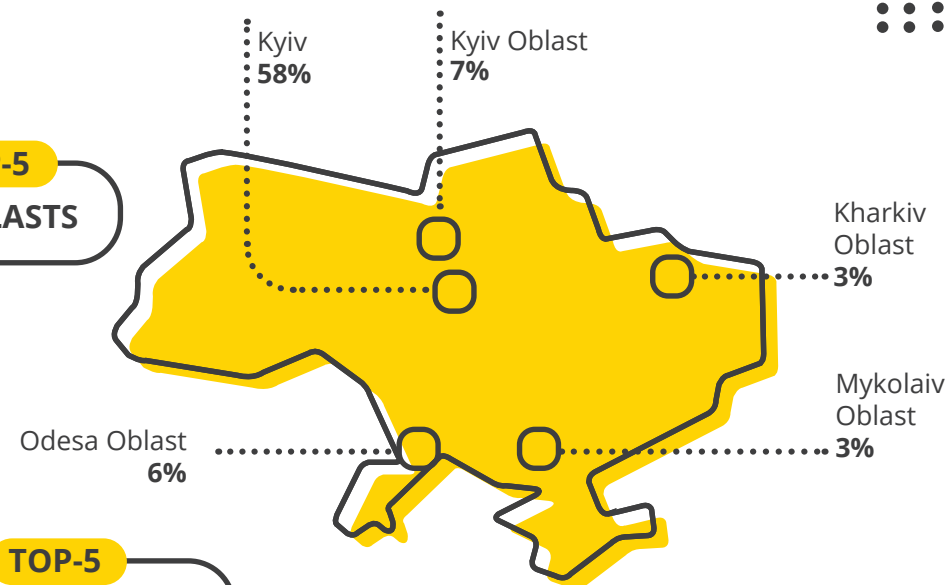
Tax issues .....	44%
Actions of law enforcement agencies .....	18%
Actions of state regulators.....	11%
Customs issues .....	8%
Ministry of Justice actions.....	5%

### SIZE OF BUSINESS



## TOP-5

### OBLASTS



## TOP-5

### INDUSTRIES

Manufacturing .....	24%
Wholesale and Distribution .....	20%
Agriculture and Mining .....	13%
Real Estate and Construction .....	7%
Retail .....	7%

# WITH THE FACILITATION OF THE BUSINESS OMBUDSMAN COUNCIL:



The arrest of the company's real estate was withdrawn



The ungrounded criminal proceeding was closed. The raider attack was repelled



Delays in customs clearance of goods were ceased



The permit for the land development was received



The company's goods were successfully exported



Additional payments worth UAH 3 mn were dropped



The VAT worth UAH 30 mn was refunded



Additional payments worth UAH 2.3 bn were dropped



The refund worth UAH 4 mn was received



The fine worth UAH 4.5 mn was dropped



Additional payment worth UAH 635 mn were dropped



The right to a tax credit was defended, UAH 1 mn were saved



The procedure of vehicle registration was improved



Infringed rights of the company were restored



The "single window" principle when applying a preliminary customs declaration got underway



Additional payments worth UAH 300k were dropped



Additional payments worth UAH 66 mn were dropped



Additional payment worth UAH 500k was dropped

[GET MORE DETAILS ON CASES HERE](#)

# 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

**1994-99**

Mayor  
of Warsaw

**1999-00**

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

## CONTACT US:

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**YouTube** @Рада бізнес-омбудсмена