

## WHO IS THE BUSINESS OMBUDSMAN?

This is an independent representative of entrepreneurs' interests under the Cabinet of Ministers. He considers complaints of both domestic and foreign entrepreneurs regarding unlawful actions of state bodies.



**Algirdas  
Šemeta**  
Business  
Ombudsman

## WHAT ARE HIS FUNCTIONS?

The Business Ombudsman examines problems of entrepreneurs only about illegal actions or inactions of state bodies and state-owned companies. But he does not lobby interests of businessmen. If a complaint is taken into work, this does not mean that the Business Ombudsman Council certainly agrees with the position of the complainant. Investigators should maintain neutral when conducting an independent research, and also listen to positions of both the complainant and the state body. And only after this the final decision is made. However, the Business Ombudsman Council is not an executive body, since it cannot force state agency to implement its recommendations. But the team uses its authority, so that the level of implemented recommendations in Ukraine is really high – about 91%.

## WHO AND IN WHAT CASES CAN APPLY FOR HELP TO THE BUSINESS OMBUDSMAN?

Any company or private entrepreneur can apply to the Business Ombudsman. This can be done in case of problems with state and local authorities, state-owned and state-controlled companies.

But it is worth remembering: the business ombudsman does not accept complaints regarding active court cases. Business to business complaints won't be considered as well.

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## HOW TO FILE A COMPLAINT WITH THE COUNCIL OF THE BUSINESS OMBUDSMAN?

The most convenient way is to apply via the website [www.boi.org.ua](http://www.boi.org.ua).

Apart from it, the complaint can be sent by e-mail or brought personally to the office: Kyiv, 19 Grigoriya Skovorody street.

# KEY LANDMARKS OF THE BUSINESS OMBUDSMAN COUNCIL (2015-2017 YEARS)



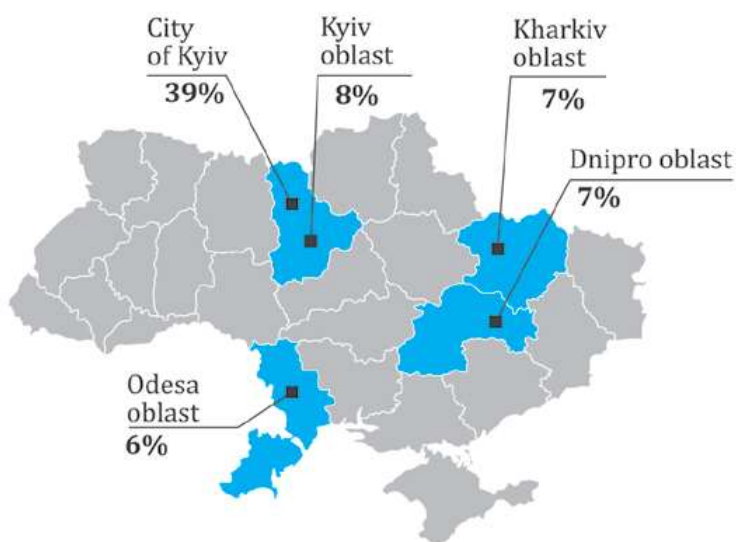
## Direct financial impact:

**UAH 11.3 BLN**

**96%** of complainants are satisfied with working with the BOC

**91%** of recommendations implemented

## TOP-5 most active regions



## TOP-5 subjects of complaints

Tax issues	53%
Law Enforcement Bodies	10%
Actions of State Regulators	9%
Actions of Local Councils/Municipalities	6%
Legislation drafts/amendments	5%

## Size of business



## TOP-5 industries

Wholesale and Distribution	25%
Manufacturing	16%
Agriculture and Mining	9%
Real Estate and Construction	8%
Individual Entrepreneurs	7%

## Origin of investment



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