

Dear friends, colleagues and partners,

July 2021 was hot in terms of the Business Ombudsman Council's operations. We observed an increase in the number of complaints from entrepreneurs on malpractice of state bodies. We received 209 appeals (+12% compared to June 2021) and completed 120 investigations (+48% compared to June 2021).

The Supervisory Board unanimously approved the BOC Quarterly Report for April-June 2021. In Q2 2021, the number of business complaints has exceeded half a thousand — the biggest number in the last three years.

This month the BOC was instrumental to promptly solve Nova Poshta case. The State Food and Consumer Service took into account the Business Ombudsman's position and dropped the fine of UAH 325 mn based on audit findings of branches in Kharkiv and Chuhuiv.

EU Ambassadors and the BOC 13 donor countries signed a collective letter in support the Draft Law on the Business Ombudsman Institution to the Speaker of the Verkhovna Rada Dmytro Razumkov.

The BOC team got collectively vaccinated against COVID-19 — 70% of our employees received two doses of the vaccine.

Marcin Świącicki



NEWS



The Supervisory Board Approves the BOC Quarterly Report for April-June 2021



Marcin Świącicki speaks on the importance of adopting the Draft Law on the Business Ombudsman Institution at Business & Legal Infrastructure Forum in Odesa



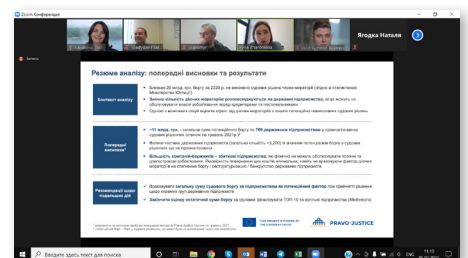
The Business Ombudsman participates in shooting of a new documentary of Mykhailo Bno-Airiian



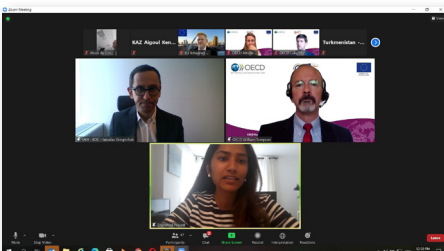
Tetyana Korotka on compliance as a key component of building a reputation in relations of business with the state



Iaroslav Gregirchak presents the BOC recommendations on the Draft Law No.5431 at the meeting with the AMCU



Tetyana Korotka and Vasyl Sukhovyi speak on moratoria obstructing execution of court decisions at a meeting in the Verkhovna Rada



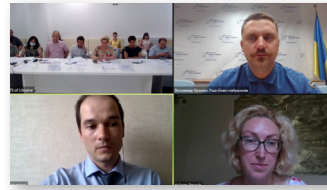
Iaroslav Gregirchak spoke on evaluative mediation in BOC work at the OECD Round Table on ADR/ arbitration

EXPERT GROUPS MEETINGS



Iaroslav Gregirchak and Oleksiy Spivak meet with the top management of the Prosecutor General's Office.

20 business cases considered



Volodymyr Kutsenko, Kirill Nominas and Yuliana Revyuk meet with administration of the State Tax Service of Ukraine.

115 business cases considered

JULY 2021 STATISTICS

209

COMPLAINTS RECEIVED

+12%

as compared to June 2021

+58%

as compared to July 2020

120

CASES COMPLETED

+48%

as compared to June 2021

+11%

as compared to July 2020

In July 2021, the BOC helped to return and save

UAH 437 MN

SELECTED CASES



State Food and Consumer Service took into account the Business Ombudsman's position and dropped a fine for Nova Poshta worth UAH 325 mn



UAH 6.5 mn tax debt dropped for Mykolaiv enterprise



Collective complaint about the Ministry of Defense resolved



The Council helps a "dormant" individual entrepreneur from Odesa to write off single contribution arrears from the single contribution

More cases [here](#)

BOC IS LOOKING FOR

- Investigator
- Junior investigator
- IT specialist



HOW TO FILE A COMPLAINT



Stay tuned for more on our [Facebook page](#)