

# 2023 at a glance

## Key indicators:

**1336**

complaints  
received

**718**

cases closed

**61%**

of cases  
successfully  
resolved

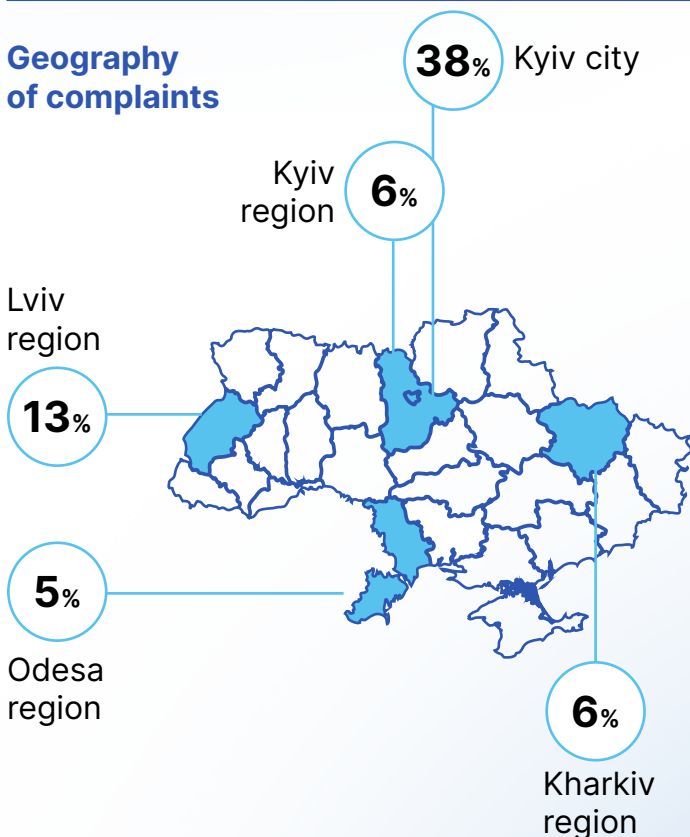
**UAH1 bn.**

the financial  
effect for  
business

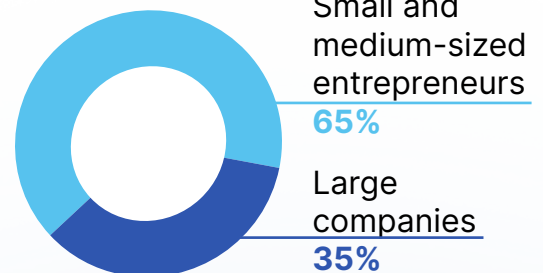
**97%**

of entrepreneurs  
are satisfied with  
BOC services

## Geography of complaints



## Size of business



## Origin of investment



## TOP-3 subjects of complaints

**64%** Tax  
issues

**12%** Actions of law  
enforcement bodies

**8%** Customs  
issues



## Post-war recovery

### **BOC institutional strengthening:**

legislative formalization, staff potential strengthening, reaching out through new communication channels and resuming work with regions

### **Expanding recovery partnership:**

- Permanent participation in Ukraine Recovery Conference
- Cooperation with the Restoration Agency in involving the private sector in reconstruction
- Engagement in the work of the Business Advisory Group of the Ministry of Reconstruction



## Ukraine's European integration

### **Good governance:**

[own-initiative investigation into SMKOR problems](#) and Declaration of Fair and Reasonable Enforcement Principles

### **Supporting**

**Government of Ukraine** in building up a favorable business climate

### **Approximation of Ukrainian legislation to the EU acquis:**

Developing legislative amendments to reduce barriers in tax and customs spheres

### **Anti-corruption:**

Increasing business integrity and cooperation with NACP in identifying corruption risks