



Business **OMBUDSMAN** Council



About



Eligibility



FAQ



Structure



Procedure



Contact

boi.org.ua

About

BOC is consultative and **advisory body of the Cabinet of Ministers of Ukraine**. Its mandate is to contribute to the transparency of the state, regional and local authorities, as well as state-owned and controlled companies and to help prevent corruption.

The donors (multi-donor account of EBRD) include Denmark, Finland, France, Germany, Japan, the Netherlands, Sweden, Switzerland, the United Kingdom and the United States.

Objectives:

- ✓ facilitate fighting corruption and other business malpractice.
- ✓ contribute to increasing investment attractiveness of Ukraine.
- ✓ promote a public service culture characterized by fairness, openness and accountability.



Founded: December 2014

Cooperation with OECD

Mutual goals:

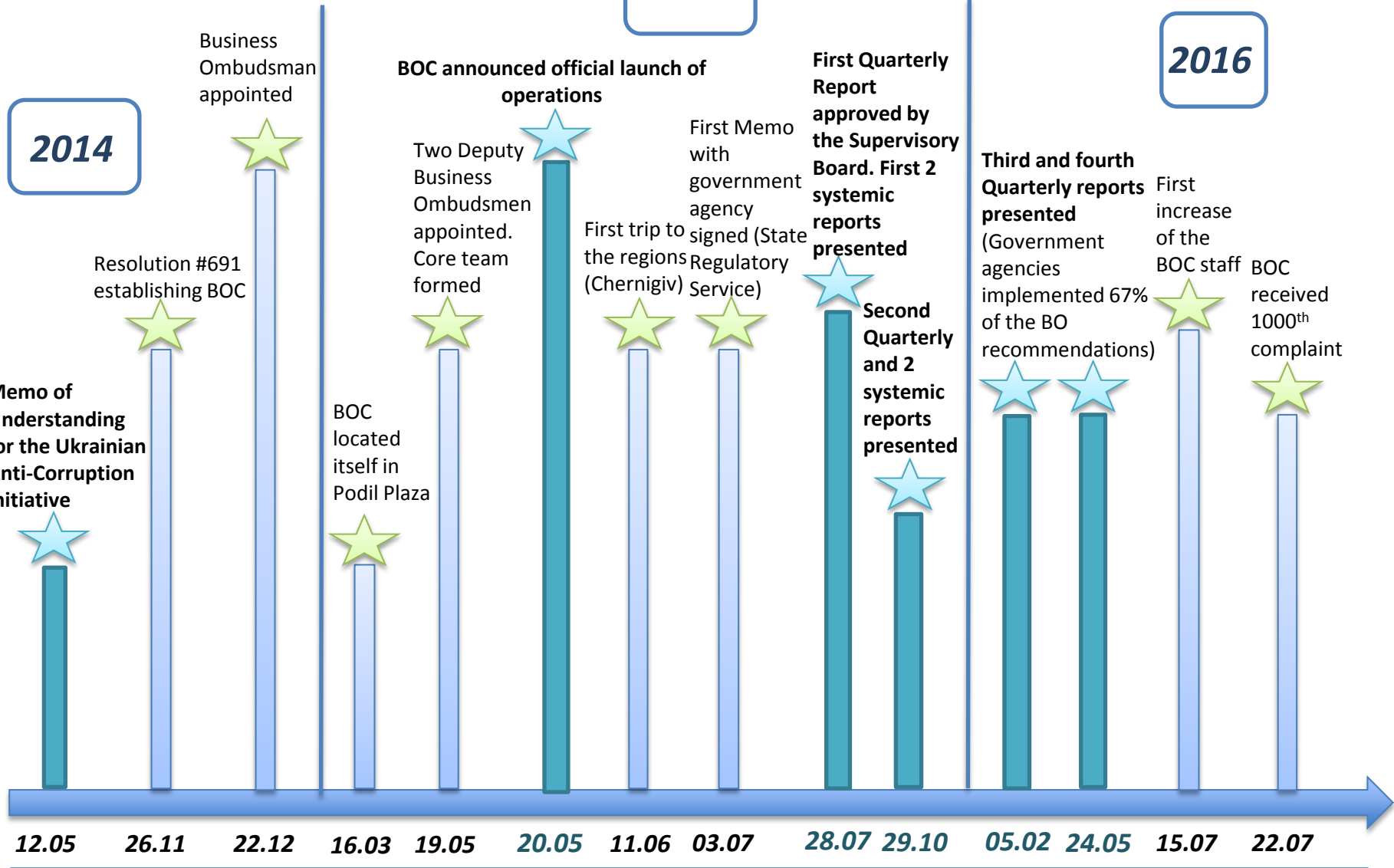
- ✓ facilitate fighting corruption and other business malpractice.
- ✓ contribute to increasing investment attractiveness of Ukraine.
- ✓ promote a public service culture characterized by fairness, openness and accountability.

Milestones

2014

2015

2016



Regulatory framework

- ✓ Government Regulation on Business Ombudsman Council (now)
Law on Business Ombudsman Institution (*underway*)
- ✓ Rules of Procedure (*approved by the Supervisory Board*)
- ✓ Internal Rules of Procedure (*approved by the Business Ombudsman*)



Functions and Rights

Functions

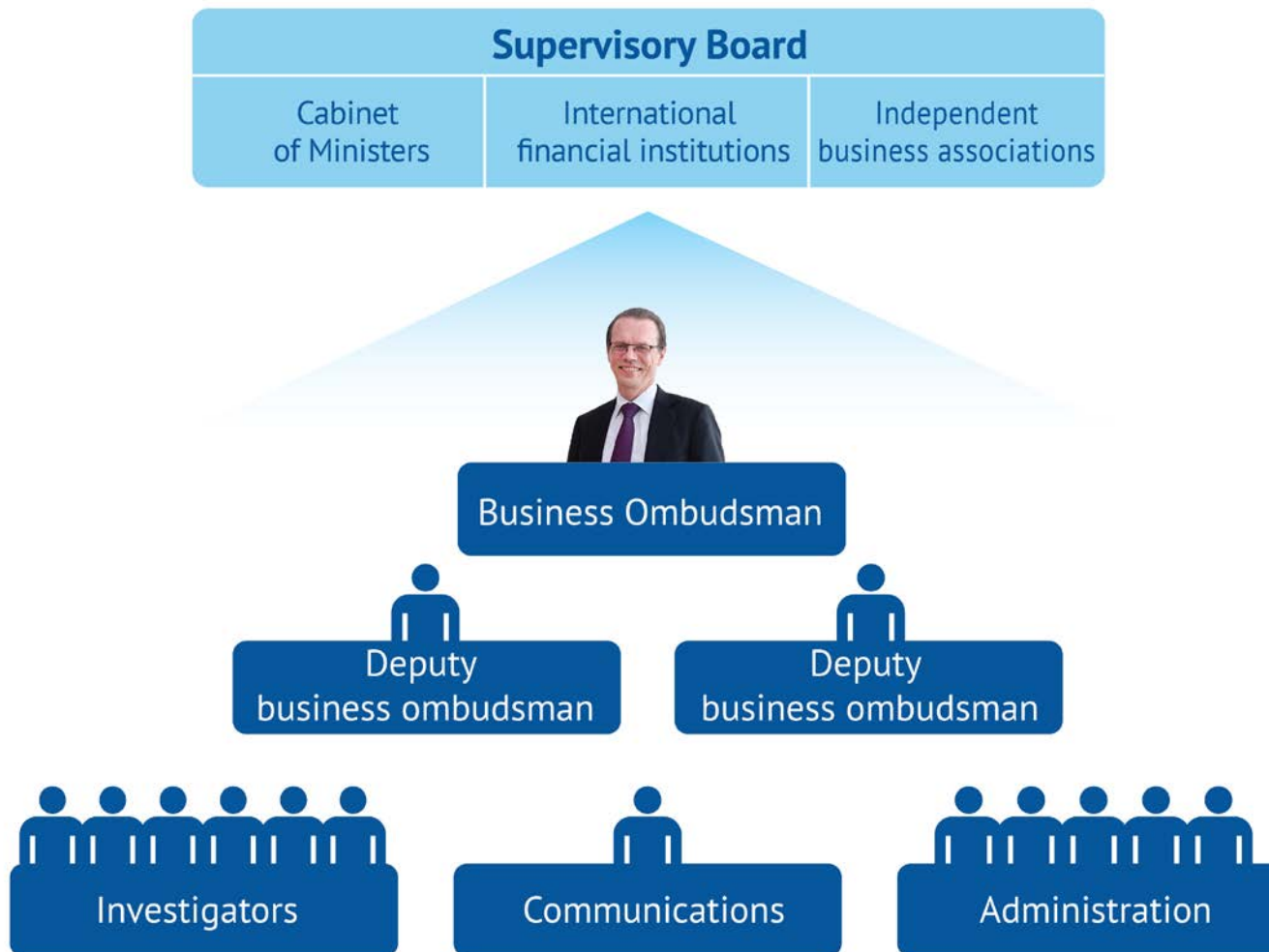
- ✓ Investigates complaints regarding alleged business malpractice
- ✓ Requests updates from state and municipal authorities regarding implementation of Council's recommendations
- ✓ Collects, processes and systematizes information related to cases subject for investigation purposes
- ✓ Publishes reports in mass media and corporate website
- ✓ Provides proposals to the Cabinet of Ministers of Ukraine (CMU) concerning amendments in legislative acts
- ✓ Submits quarterly and annual reports to the Supervisory Board

Rights

- ✓ Request and receive without delay information necessary to process complaints from state, municipal authorities and state controlled businesses
 - ✓ Bring information on cases to relevant authorities, advise on steps to remedy the situation and ask them to bring to liability the guilty persons according to the law
 - ✓ Receive prompt written notification from state authorities which steps have been taken to resolve the issue raised
 - ✓ Submit to the CMU proposals and recommendations on how to address systemic causes of violation of legitimate interests of businesses
 - ✓ Make public the information regarding instances of corruption acts and the ways the Council addressed them as well as on cooperation with the CMU and other state authorities
-



Structure





Eligibility of complaints

Check if your complaint meets the Council's criteria

1 Do you file a complaint against private business?

NO YES
↓ ×

2 Has court, arbitral or similar type of decision already been made regarding your complaint?


NO YES
↓ ×

3 Has one year passed since the last occurrence of business malpractice?

NO YES
↓ ×

4 Have you exhausted at least one instance of an administrative appeal process?

YES NO
↓ ×

 Your complaint is eligible for consideration by Business Ombudsman

Who Can Complain & Against Whom

COMPLAINANT:

- ✓ Any natural person
- ✓ individual entrepreneur, or
- ✓ legal entity engaged in business activities in Ukraine

COMPLAINEE:

- ✓ State authorities
 - ✓ Municipal authorities
 - ✓ State-owned or state-controlled companies
-



Submit a complaint via www.boi.org.ua



About

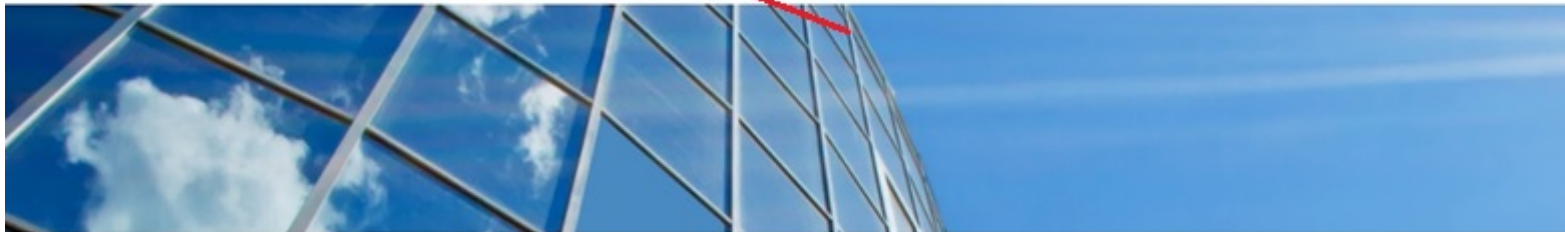
Make A Complaint

Cases

Newsroom

Reports

Contact



News

Sept. 9, 2016
Silent consent explained, firm can continue to audit hazardous sites >

Sept. 7, 2016
BOC and National Police agree about cooperation >

Sept. 5, 2016
Paper product firm gets court decision on VAT enforced >

[All News](#) | [Selected Cases](#)

[MAKE A COMPLAINT](#)



Who we are

The Ombudsman's objective is to facilitate fighting corruption, increasing investment attractiveness of Ukraine and to promote a public service culture characterized by fairness, openness and accountability.

Reports

SYSTEMIC REPORT "REDUCING THE RISK OF CORRUPTION AND ATTRACTING INVESTMENT TO THE CONSTRUCTION INDUSTRY" July 2016

QUARTERLY REPORT OF BUSINESS OMBUDSMAN COUNCIL (April - June 2016)

Online complaint form

HOME | ABOUT | MAKE A COMPLAINT | MEDIA & PUBLICATI

Online complaint form

In order to submit a complaint, please fill in the form below and attach documents which you deem appropriate to support your case. Our Office will register your complaint.

Find out if the Ombudsman can investigate your case by checking our [Rules of Procedure](#).>

All complaints to the Ombudsman are strictly confidential. We require your contact information in order to respond

In what legal capacity are you filing this complaint form?

Natural person



Contact details

*required field

Please provide details about the person whom we can contact regarding the case.

*Full Name

Position

*Email

Phone number

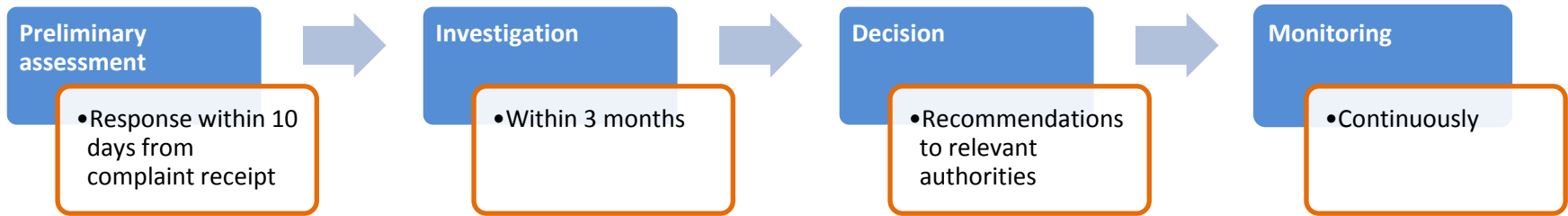
Address

<https://boi.org.ua/complaint/online>

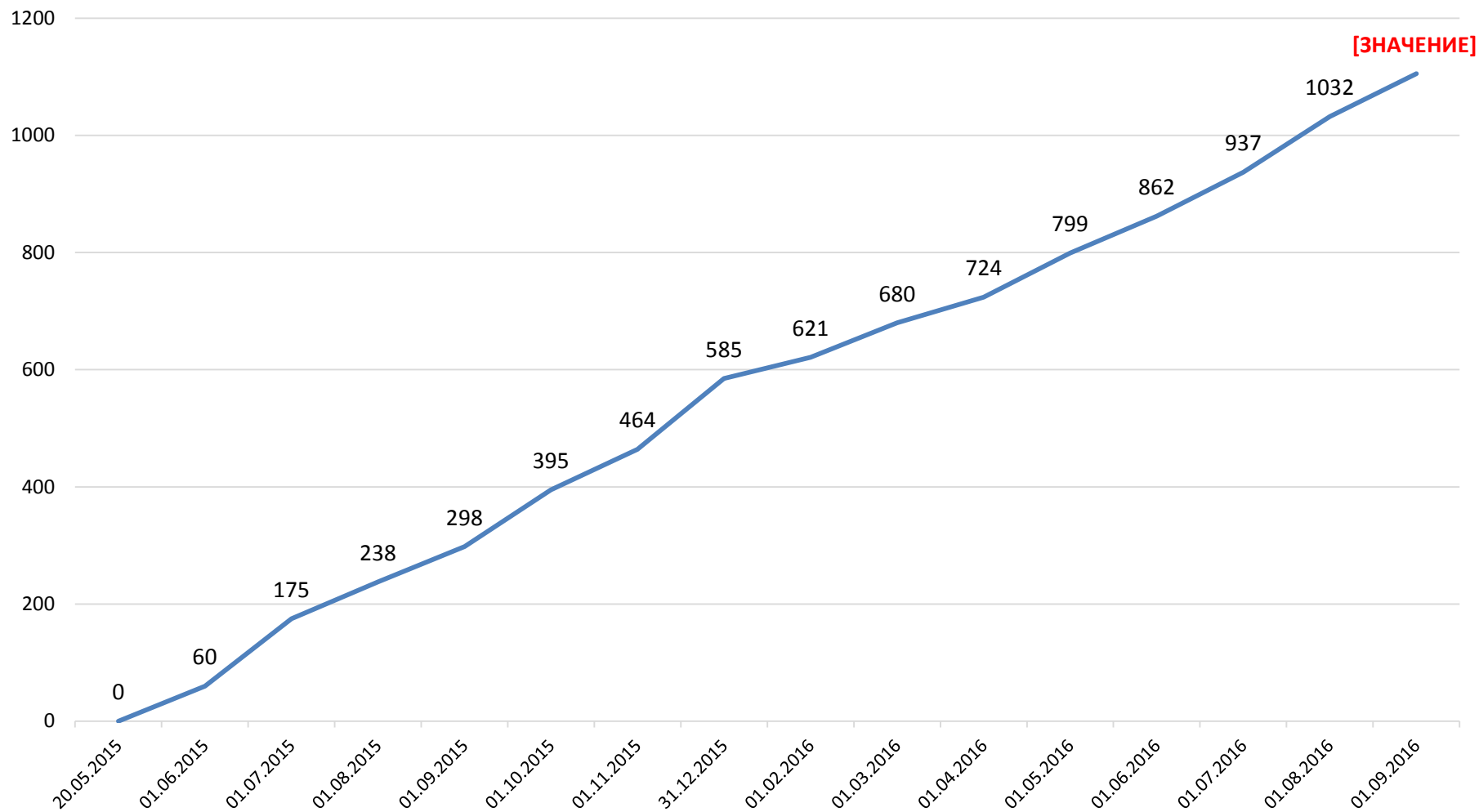
- 1) Provide your contact details
- 2) Indicate the details of complaint
 - (i) Complainee name
 - (ii) Describe the matter you are complaining about
 - (iii) Indicate what you want Business Ombudsman to do to put things right
 - (iv) Indicate if we have tried to solve the issue yourself



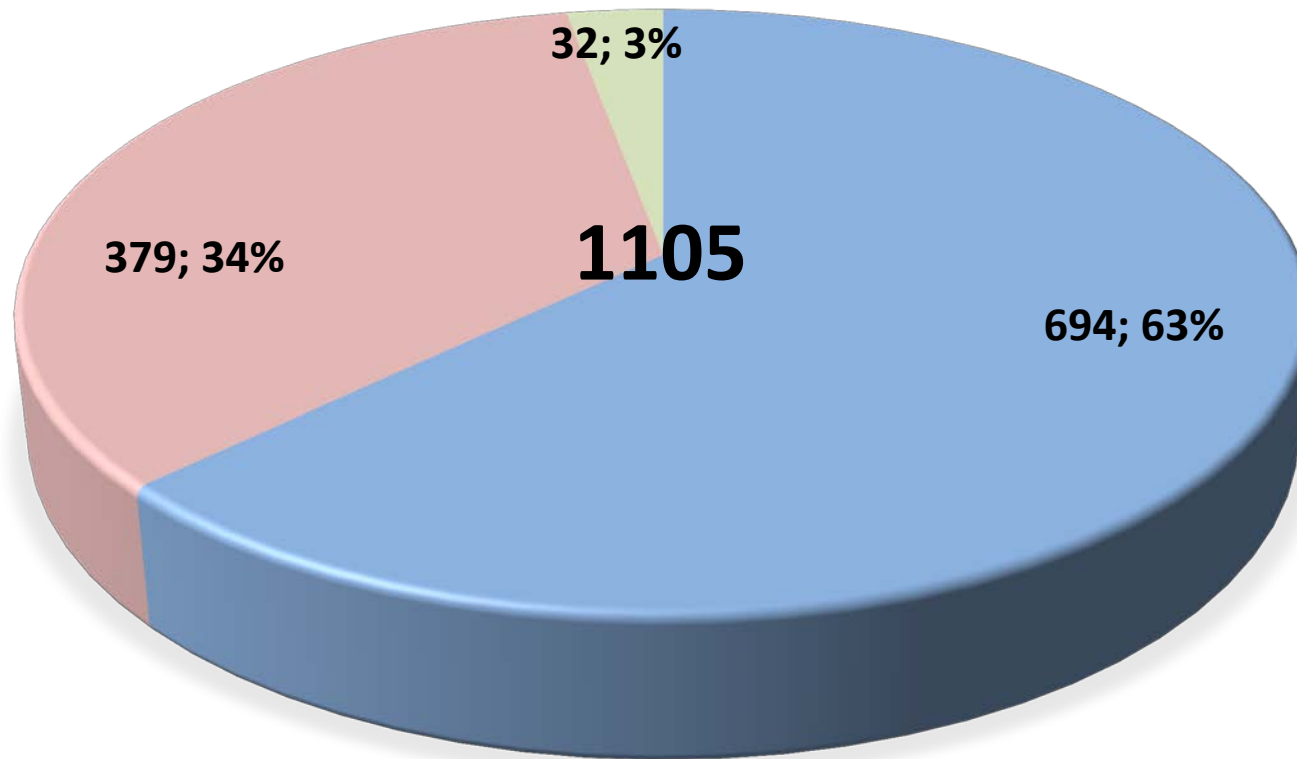
How we process your complaint



Dynamics of complaints

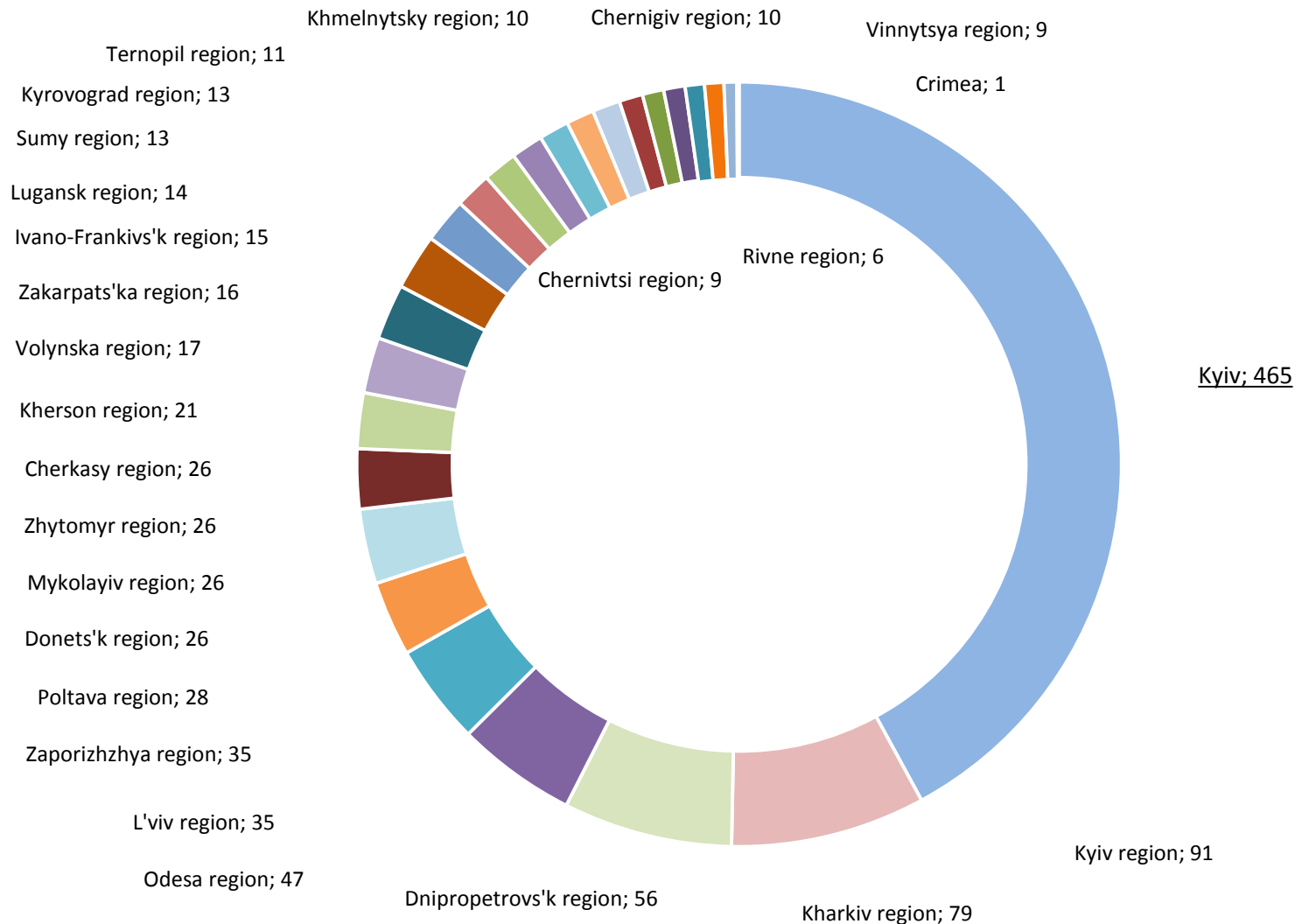


Statistics as of 01.09.2016

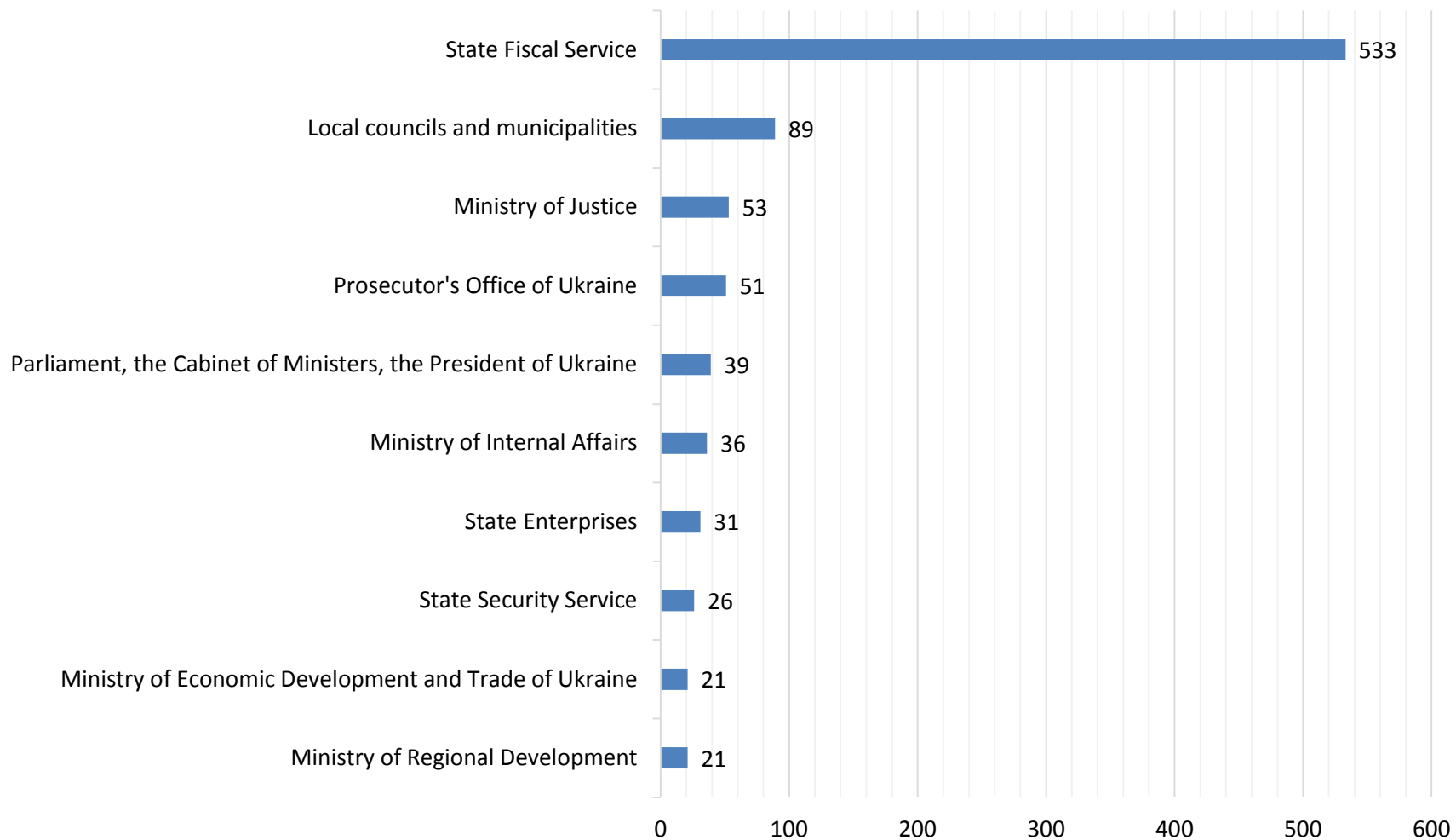


■ Cases ■ Dismissed complaints ■ Complaints in Preliminary Assessment

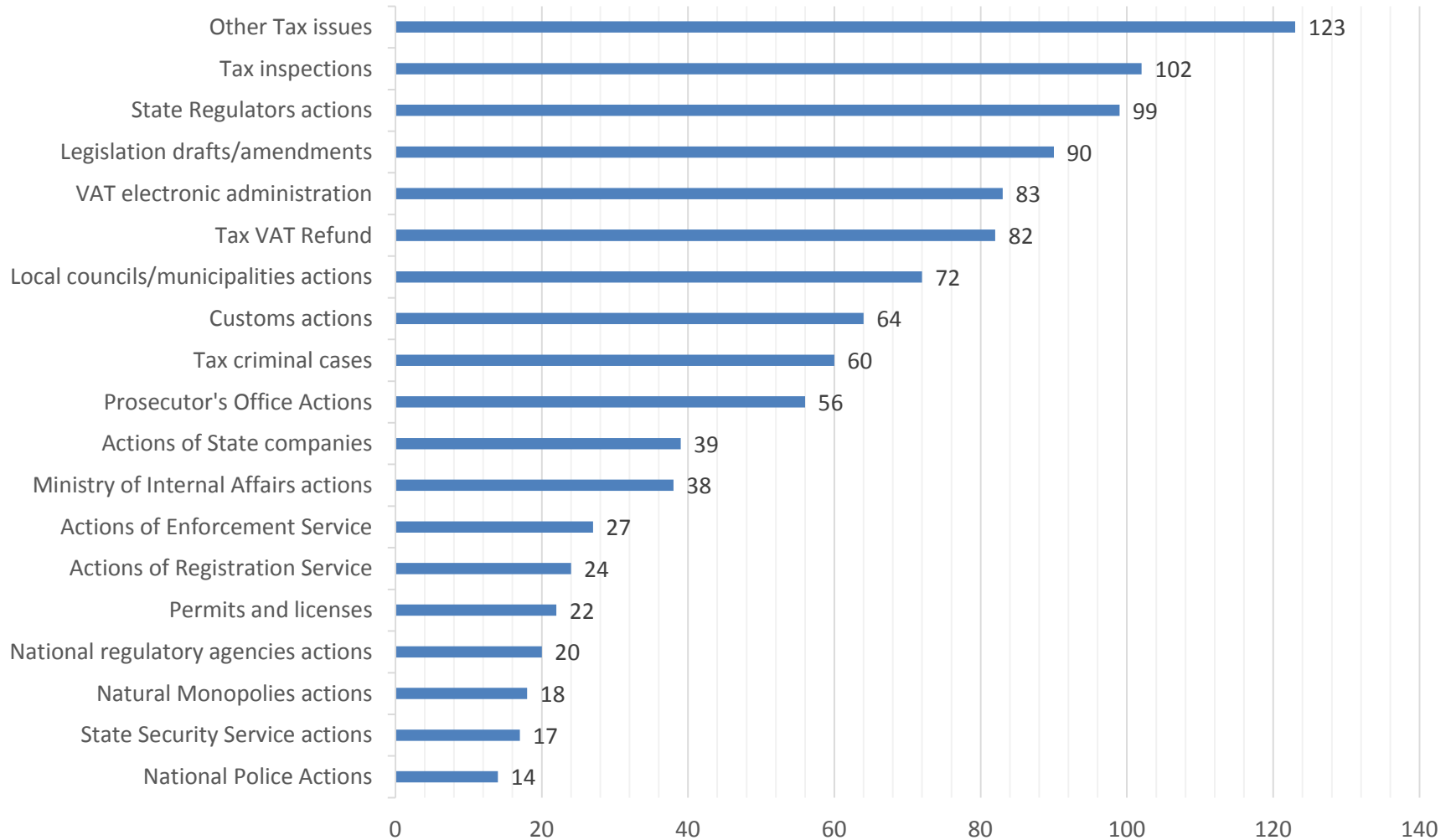
Geography of complaints



TOP-10 Complainees

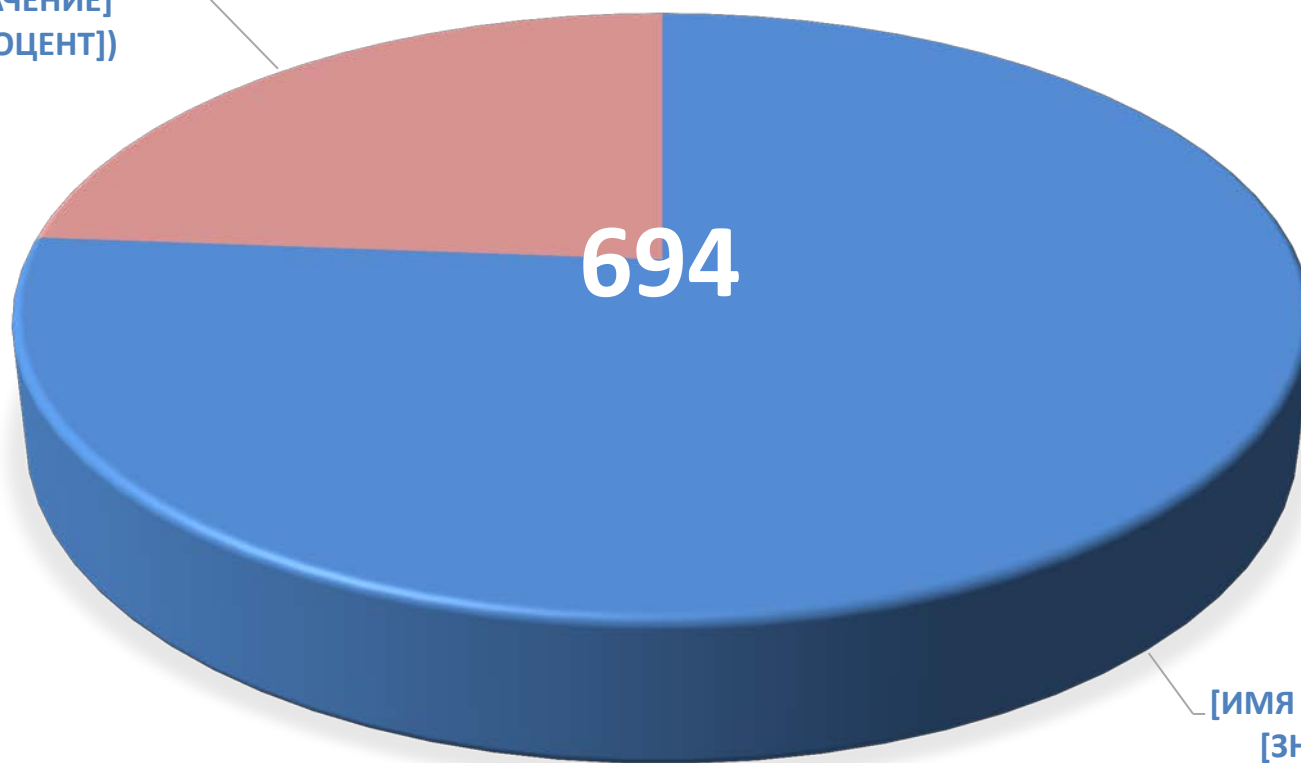


Key subjects of complaints



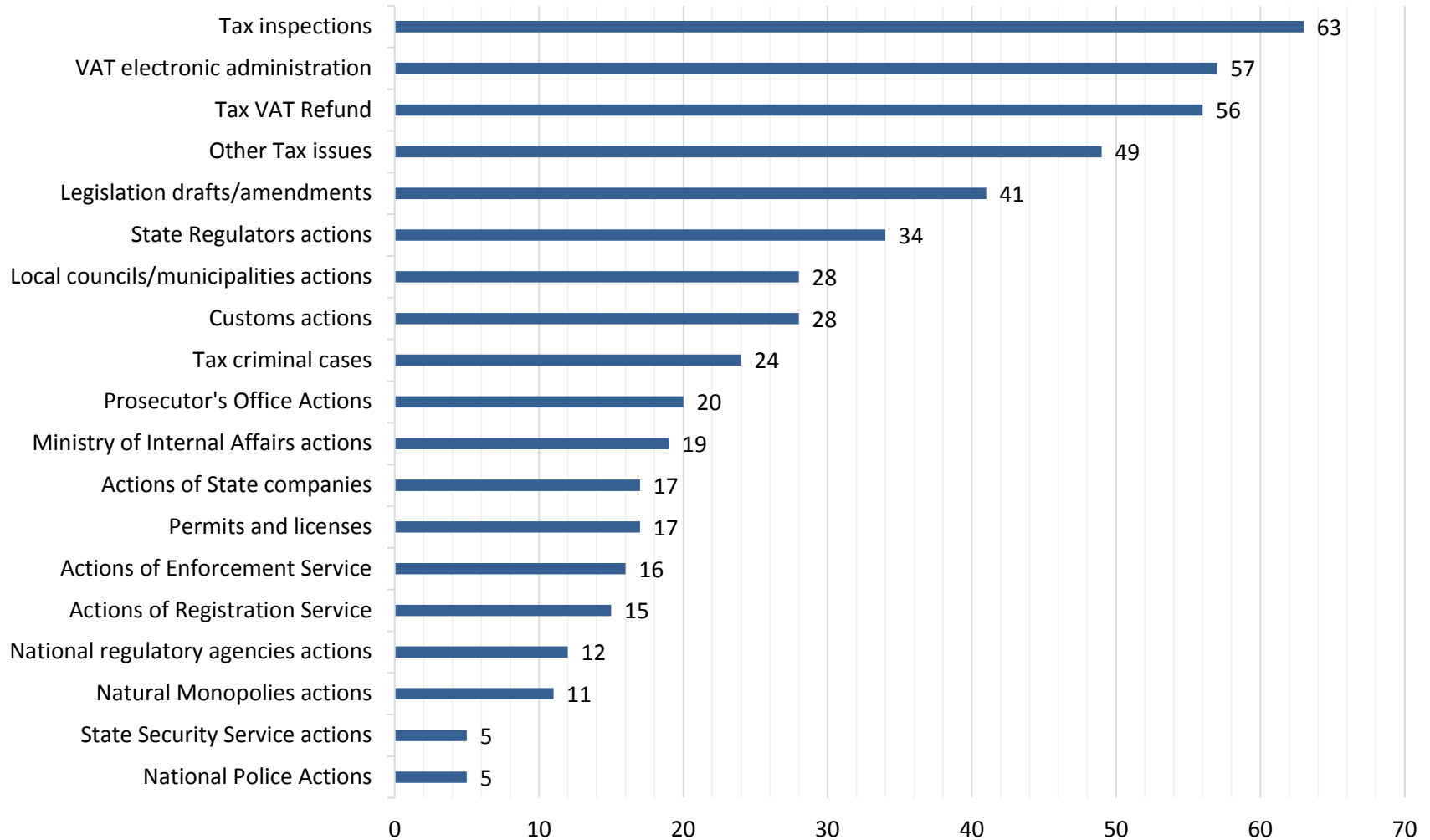
Cases vs Closed cases (July 2015 – September 2016)

[ИМЯ КАТЕГОРИИ]
[ЗНАЧЕНИЕ]
([ПРОЦЕНТ])



[ИМЯ КАТЕГОРИИ]
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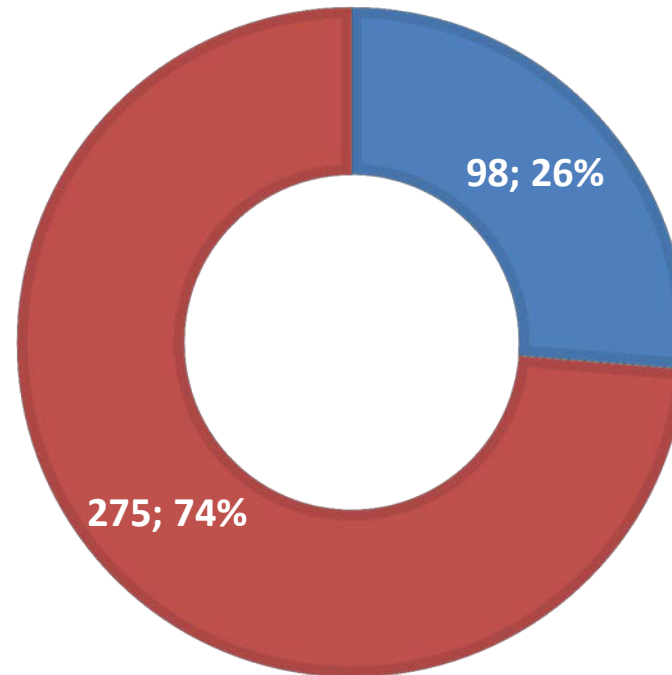
Closed cases by subject



Recommendations provided

TOTAL NUMBER OF PROVIDED RECOMMENDATIONS - 373

■ Monitoring ■ Implemented recommendations

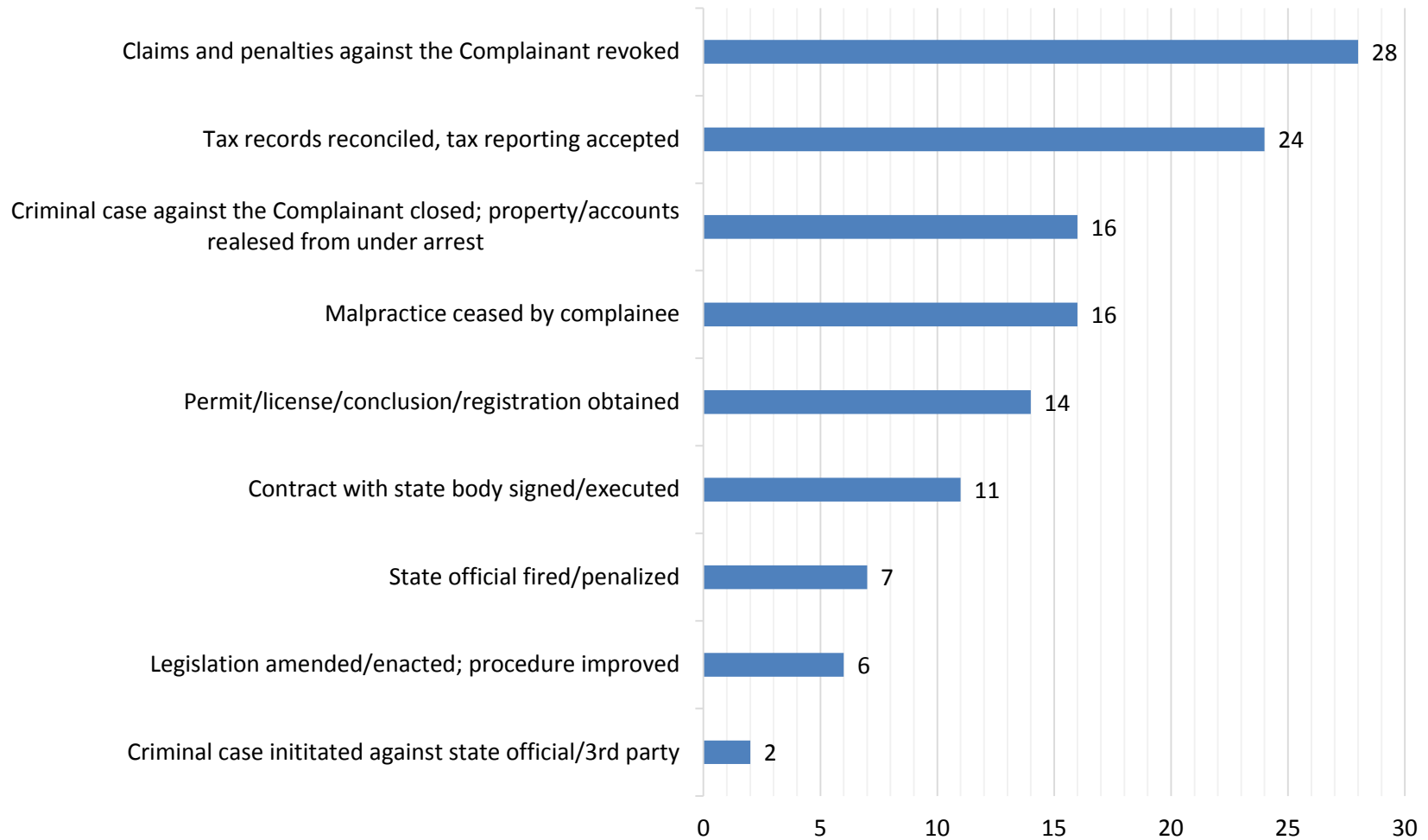


Direct financial impact

~ 146 000 000 EUR

Other state regulators (insurance reimbursement)	7 503,34 UAH
Customs valuation	390 289,49 UAH
Customs other	662 873,68 UAH
State enforcement service	2 051 382,10 UAH
Other state companies investment/commercial disputes	2 128 800,90 UAH
Tax criminal cases	14 371 762,36 UAH
Other actions of fiscal and tax authorities	46 330 163,58 UAH
Tax VAT electronic administration	47 733 467,00 UAH
National regulatory agencies - NCRECS compensation	191 782 284,15 UAH
Natural monopolies (debt settlement)	244 477 137,03 UAH
Tax inspections	845 064 287,39 UAH
Tax VAT refund	767 109 545,47 UAH
ATO budget compensations	2 094 325 977,00 UAH
Total amount	4 256 435 473 UAH

Non-financial impact



Complainants' Feedbacks

94% of complainants
are very satisfied/satisfied with
cooperation with the BOC

Systemic recommendations (7 reports)



SYSTEMIC REPORT

Getting access to electricity



July 2015



SYSTEMIC REPORT

PROBLEMS WITH CROSS-BORDER TRADING IN UKRAINE



October 2015



SYSTEMIC REPORT

ABUSE OF POWERS BY THE LAW ENFORCEMENT AUTHORITIES IN THEIR RELATIONS WITH BUSINESS



January 2016



SYSTEMIC REPORT

REDUCING THE RISK OF CORRUPTION AND ATTRACTING INVESTMENT TO THE CONSTRUCTION INDUSTRY

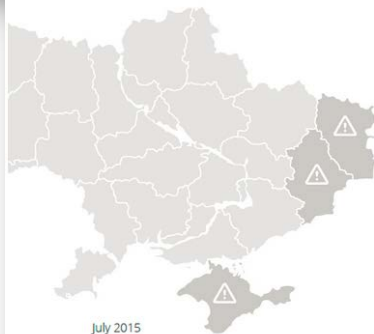


July 2016



REPORT ON SYSTEMIC PROBLEM

Problems for businesses as a result of the military situation in the East of Ukraine and the annexation of Crimea



July 2015



SYSTEMIC REPORT

PROBLEMS WITH ADMINISTERING BUSINESS TAXES IN UKRAINE

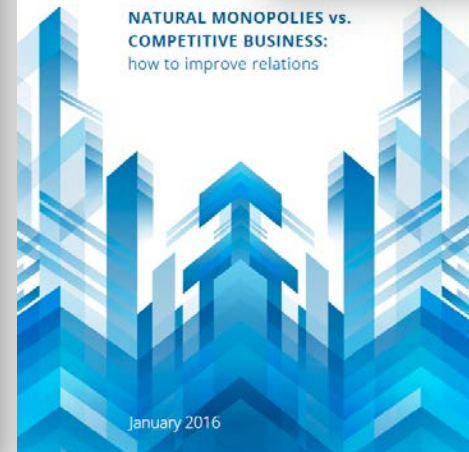


OCTOBER 2015



SYSTEMIC REPORT

NATURAL MONOPOLIES vs. COMPETITIVE BUSINESS: how to improve relations



January 2016

Quarterly reports

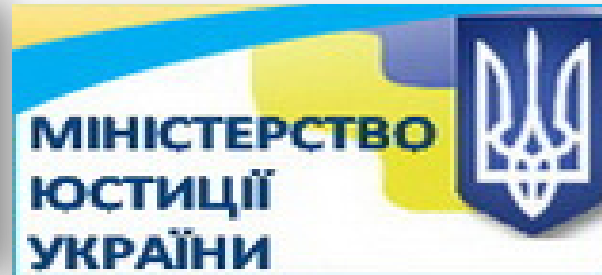


<https://boi.org.ua/publications/reports>

Working visits



Memoranda with government agencies



Офіційний сайт

ДЕРЖАВНА РЕГУЛЯТОРНА
СЛУЖБА УКРАЇНИ



СТВОРИМО СЕРЕДНІЙ КЛАС,
ЗАХИСТИМО ЛЕГАЛЬНИЙ БІЗНЕС



Outreach

25 000+ unique
website visits

3300+ mentions in
the press, 99%
positive and
constructive

7000 readers –
average outreach
of each post in
Facebook

Команда Ради бізнес-омбудсмена працює для вас



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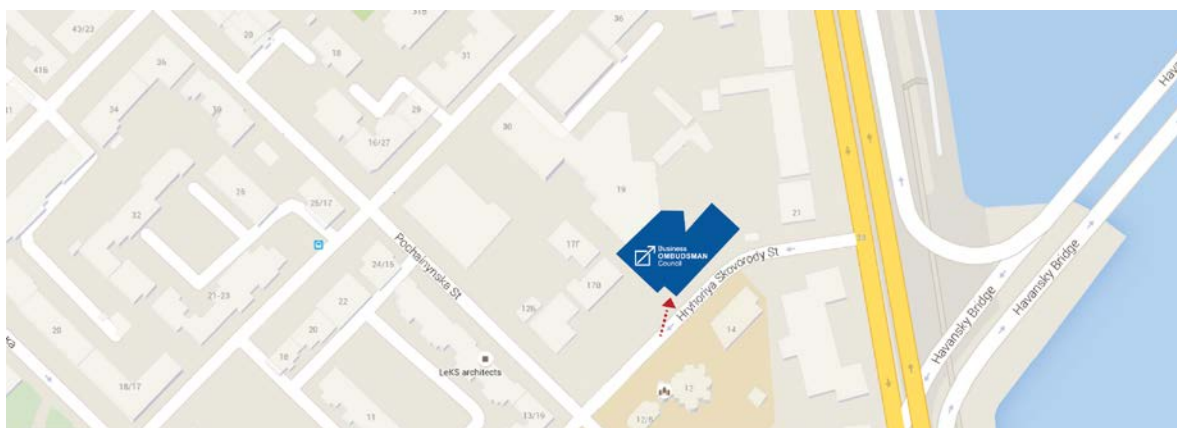


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