

# BUSINESS OMBUDSMAN COUNCIL

Advocating for business with the government



Business  
**OMBUDSMAN**  
Council

# NON-GOVERNMENTAL BODY. MULTIDONOR EBRD ACCOUNT



The Government Decree on the establishment  
of the Business Ombudsman Council.  
Law on the Business Ombudsman Council  
(*underway*)

# OUR SUPERVISORY BOARD:

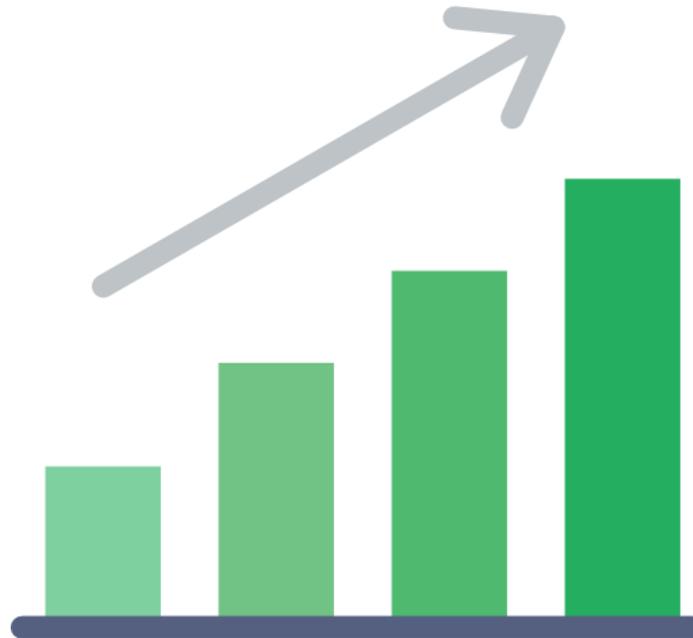


# OUR MISSION IS TO FACILITATE:

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Fighting corruption at the government level



Increasing investment attractiveness of Ukraine



Promoting change in public service culture

# KEY FUNCTIONS...

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Investigate complaints, issue recommendations and monitor implementation



Provide systemic recommendations to government agencies



Publish reports in mass media and corporate website

# ... AND RIGHTS

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Request and receive information necessary to process complaints from government agencies



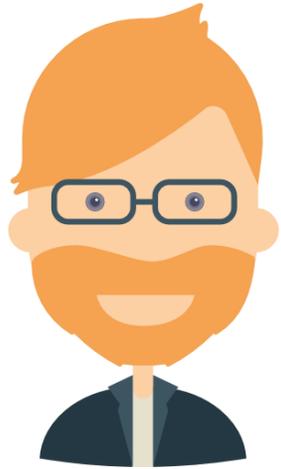
Provide proposals to CMU regarding changes to legislative acts



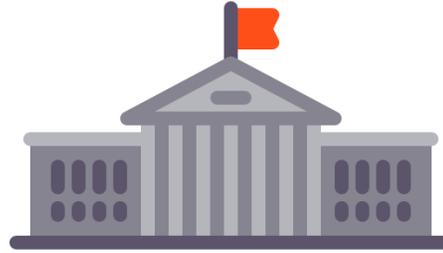
Make public the information regarding instances of corruption acts and the ways the Council addressed them

# WHO CAN COMPLAIN AND AGAINST WHOM

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1. Legal Entity
2. Natural person
3. Individual entrepreneur



1. Government agencies



2. State-owned/controlled companies



3. Local municipalities

# 9 MEMORANDA ON PARTNERSHIP SIGNED WITH:

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State Fiscal Service



State Security Service



National Police



Ministry of Justice



State Regulatory Service



Ministry of Ecology and Natural Resources



National Anti-corruption Bureau



National Agency on Corruption Prevention



Kyiv City State Administration

# 4378 COMPLAINTS RECEIVED BY 01 SEPTEMBER 2018

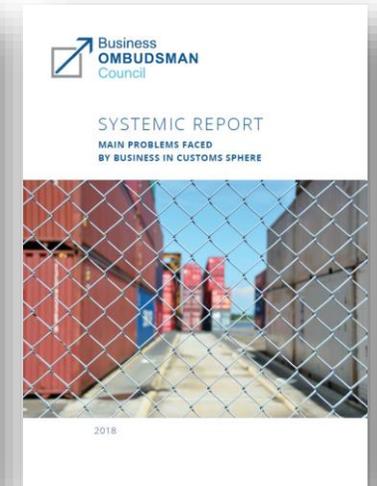
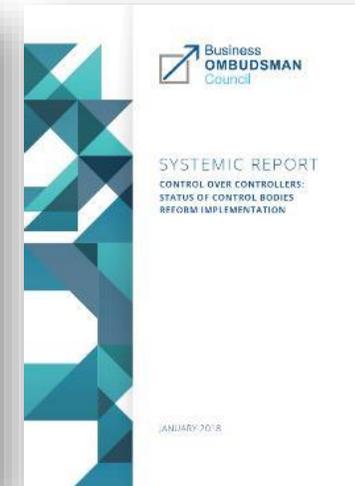
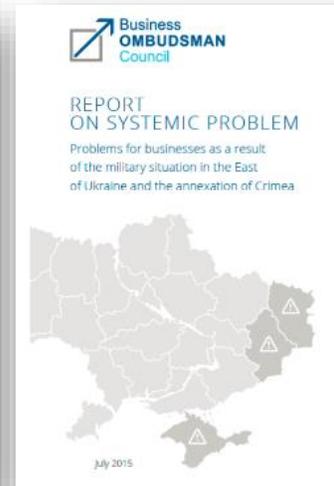
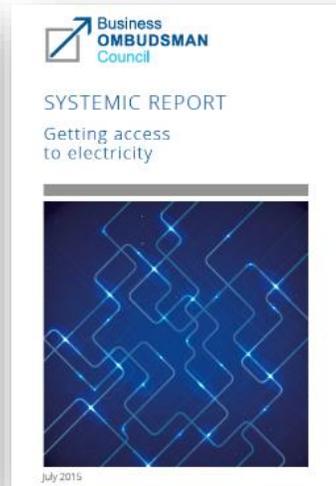
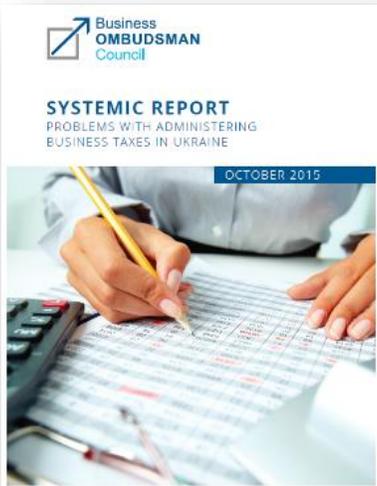
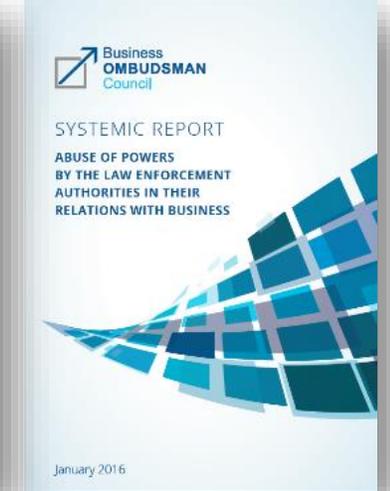
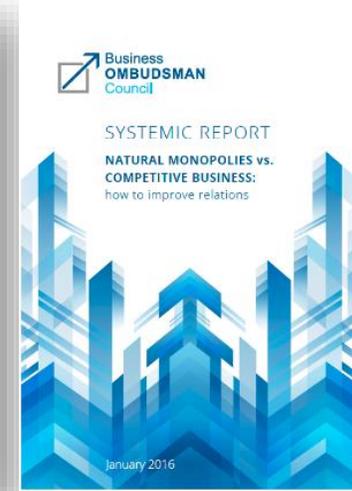
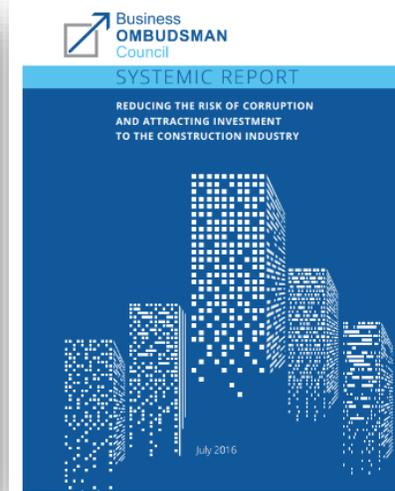
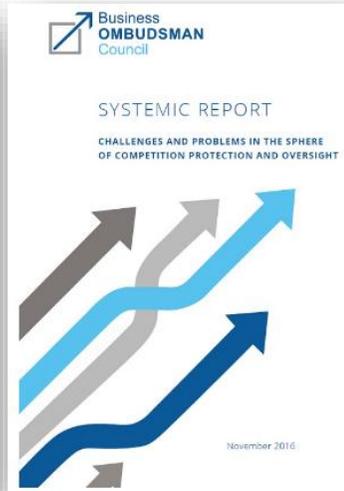
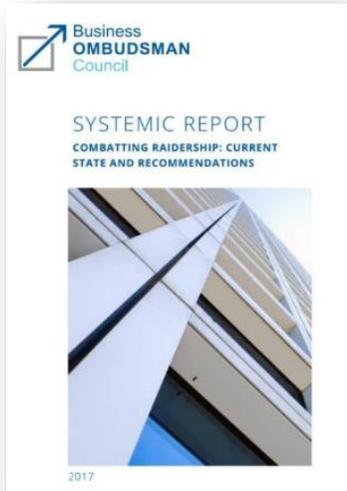


# KEY FACTS 2015-2018

(as of 01.09.2018)

- 2931 cases are closed
- 93% recommendations implemented
- UAH 13 064 720 948 direct financial impact
- 9 memoranda signed with government agencies
- 12 systemic reports published
- 74% complaints are from small and medium business
- 83% complainants are local companies
- 97% complainants are satisfied with BOC's work
- TOP-5 most active regions: Kyiv (37%), Kyiv region (8%), Dnipropetrovsk region (8%), Kharkiv region (7%), Odesa region (6%)

# SYSTEMIC REPORTS

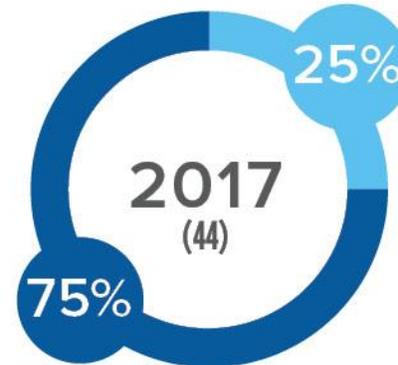
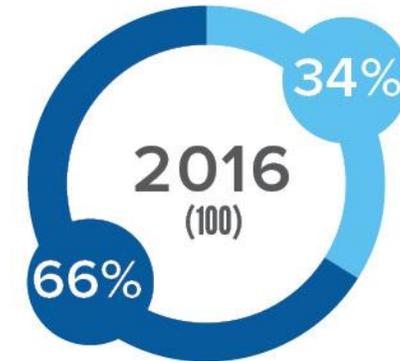
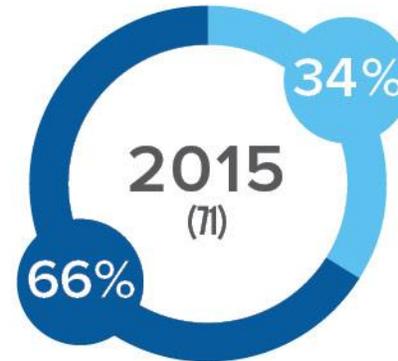


# Recommendations issued to relevant authorities and implementation rate

Total number of recommendations issued since launch of operations

# 226

Recommendations implemented



Recommendations subject to monitoring

Recommendations implemented

\* THE STATISTICS DO NOT TAKE INTO ACCOUNT RECOMMENDATIONS ISSUED IN 2018



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