

**QUARTERLY
REPORT**

2020

January - March



**BUSINESS
OMBUDSMAN
INSTITUTE**
KYRGYZ REPUBLIC

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Foreword from the Business Ombudsman

Dear partners,

As the first Business Ombudsman to the Kyrgyz Republic, let me welcome you to this first quarterly report of the Business Ombudsman Institute (BOI).

As Business Ombudsman my key role is to protect the rights, freedoms, and legitimate interests of business entities by considering complaints from business that these have been infringed by the state and making recommendations where these are upheld. I also have a role in fighting corruption, optimizing procedures in state bodies and helping formulate, and implement policy to improve conditions for business and investment. I am assisted in my role by my two Deputy Business Ombudsmen, specialists, and support staff. We are independent from the government and not funded from the state budget but by a grant from the European Bank for Reconstruction and Development. We work in accordance with the laws of the Republic and based on the principles of integrity, professionalism, and transparency. There is no charge for any of our work or services.

I was appointed to this position in the summer of 2019 and took up my duties in Bishkek in October, my deputies

in November 2019. The next months of the set up phase were spent recruiting the secretariat staff, finalizing our Rules of Procedure and key documents, preparing the office and communicating our existence mandate to business, government, and other partners across the country.

We opened the office doors to customers at the end of February, meaning that this reporting period covers only a few weeks of receiving complaints. But even these few weeks have shown that business has a need for our services. I did not expect so soon after opening our doors that we would have to close them again because of the COVID-19 pandemic. We have however continued to work as effectively as we can at distance and continue to receive complaints through our website, email and by post.

The current measures undoubtedly impact the ease with which business entities can reach out to us, the extent to which we can fully investigate some cases and our programme of visits, meetings and communications. The full impact will depend upon how long the current restrictions need to remain in place. In the meantime



we are pivoting to provide distance advice to business people on implications of the current situation as well as contributing ideas and recommendations to the Government in accordance with our mandate. The difficulties that business entities are facing in this crisis and are likely to face in its aftermath mean that the role of the BOI will become even more relevant and important.

I will publish regular quarterly and annual reports detailing our activity and breaking down the complaints I have received, considered as well as recommendations made and responses from state authorities to them. Over time this will produce a wealth of data to identify the main causes for complaints to me from business entities, whether particular sectors of the economy, or regions of the country are experiencing higher problems and details of which state agencies are being most complained about by business entities, and which are responding swiftly

to my recommendations. In addition, this will make it possible to develop recommendations to state authorities aimed at eliminating contradictions in legislation, combatting corruption or simplifying conditions for doing business. This will help fulfill my mandate, help improve the business and investment climate and support economic development in the Kyrgyz Republic.

Sincerely,
Business Ombudsman of the Kyrgyz Republic
Robin Ord-Smith



Contract

Business Company

INVOICE

Date: 01/01/2023
Invoice No: 0000001
Customer ID: 223

Quantity	Amount
240.53	
855.75	
599.00	
24.00	
25.00	



Role, Mission and Mandate

«The Business Ombudsman is an authorised person to protect the rights, freedoms, and legitimate interests of business entities»¹.

The Business Ombudsman considers complaints of business entities against the actions, decisions or inaction of state bodies, local self-government bodies, state-owned enterprises and conducts his own independent, expert and fair investigation of entrepreneurs' complaints. Through independent reports and recommendations, the Business Ombudsman strengthens the efforts of business, government and state in shaping Kyrgyzstan as

a unique place for doing business and investments.

The Business Ombudsman exercises his power based on Decree No. 647 of the Government of the Kyrgyz Republic "On authorised person protecting the rights, freedoms and legitimate interests of business entities" from December 31, 2018 and Rules of Procedure of the Business Ombudsman, approved by the Supervisory Board on December 3, 2019.

Mission

- we strive to passionately, independently and impartially protect businesses, combat corruption and improve the business climate in the Kyrgyz Republic



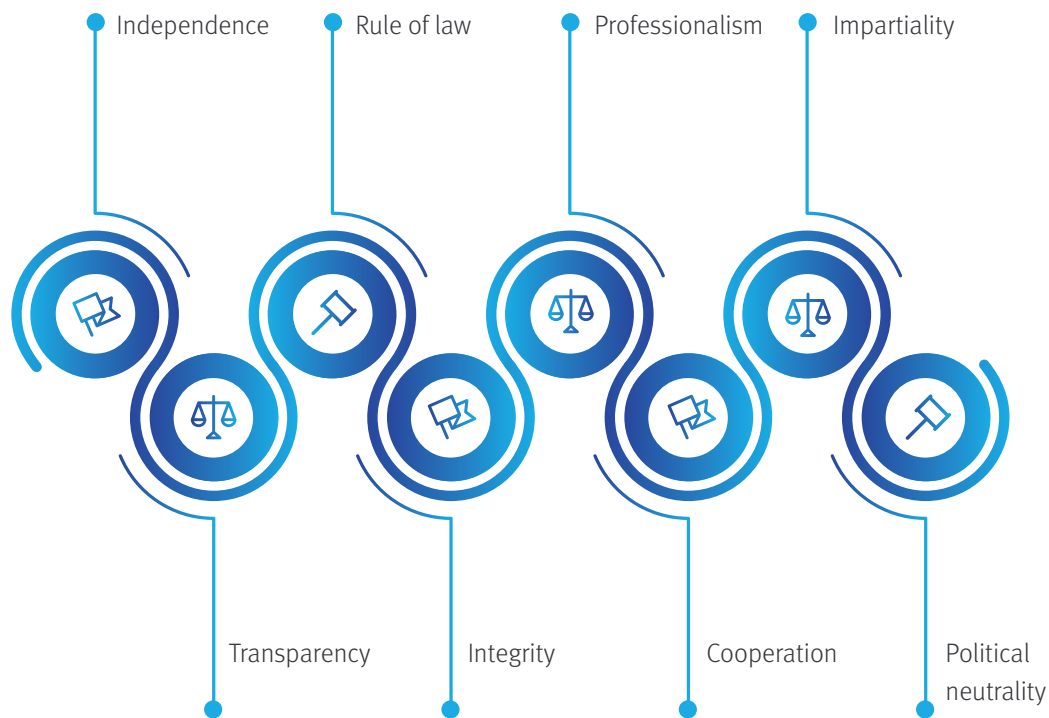
Our goals

- promote transparency of state and municipal authorities, state-owned enterprises
- protect the rights, freedoms, and legitimate interests of business entities
- combat corruption



¹ Regulation on authorized person for the protection of rights, freedoms, and legitimate interests of business entities (Business Ombudsman) - Annex to [Decree No. 647](#) of the Government of the Kyrgyz Republic from December 31, 2018

Our principles



Supervisory Board - the highest management body of the Business Ombudsman and the Secretariat, formed by a group of parties to oversee the activities of the Business Ombudsman and the Secretariat



The Supervisory Board consists of authorized representatives of 3 parties:



Government of the Kyrgyz Republic



International development partners



Business community²

In 2020 the Supervisory Board includes:

from the Government of the Kyrgyz Republic - the Ministry of Economy of the Kyrgyz Republic

from the international development partners
- European Bank for Reconstruction and Development

from the business community
- on the permanent base: the Chamber of Commerce of the Kyrgyz Republic, the American Chamber of Commerce in the Kyrgyz Republic, JIA Business Association, the International Business Council, the Association of Markets, Trade and Service Enterprises of Kyrgyzstan, the Association of Customs Brokers of the Kyrgyz Republic and the Union of Banks of Kyrgyzstan

On a rotational base: till March 7, 2020 - Association of Customs Brokers of the Kyrgyz Republic and the Union of Banks of Kyrgyzstan, from March 7, 2020 - Association of Communication Operators and Entrepreneurs Union of Kyrgyzstan

Secretariat - employees assisting in the implementation of functions and tasks, providing organizational and technical support for the work of the Business Ombudsman. Secretariat consists of Deputy Business Ombudsmen, specialists, and administrative personnel



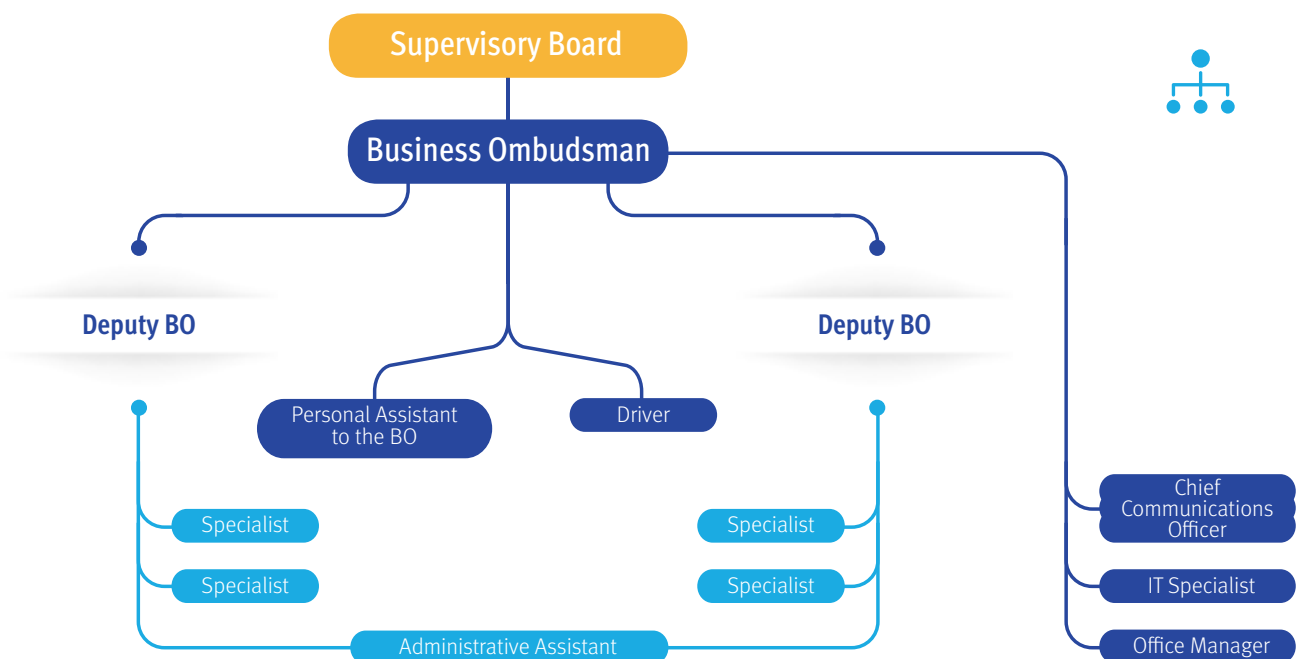
² Two members of the Supervisory Board representing the business community change once a year, the change of this year occurred on March 7, 2020



Team

The **Business Ombudsman's team** is a group of professionals selected by a competitive, transparent process and chosen for their expertise, skills, and experience to contribute to the effective operation of the BOI.

Business Ombudsman Institute structure



To conduct a search and selection of the candidates for the position of the Business Ombudsman and two Deputy Business Ombudsmen the Supervisory Board hired SRI Executive (<https://www.sri-executive.com/>), recruiting company with more than 20 years of experience in global search and recruitment of senior executives.

The recruiting process was held in accordance with the

best international practice. According to the results of the competitive selection, by unanimous decision of the members of the Supervisory Board the following candidates were elected and later appointed by the Government: for the position of the Business Ombudsman - Mr. Robin Ord-Smith, for the positions of the Deputy Business Ombudsmen - Mr. Nurlan Musuraliev and Mr. Sergey Ponomarev.




Selection and Hiring

To build a team of professionals with experience, skills and expertise in the key area of BOI mandate the Business Ombudsman formed a special Hiring Committee and made a call for the following positions:

The Hiring Committee assessed the level of competence of candidates, professional experience and expertise, analytical skills, understanding of the organisation's mandate, the level of motivation, communication skills, and teamwork. Job offers were made to the candidates with the high-est scores.

	Specialist	4 vacancies
	Chief Communications Officer	1 vacancy
	IT-Specialist	1 vacancy
	Office Manager	1 vacancy
	Personal Assistant to the Business Ombudsman	1 vacancy
	Administrative Assistant	1 vacancy
	Driver	1 vacancy

The number of received applications:

 Position	 Number of applications	 Number of candidates invited for the interview
Specialist	94	16
Chief Communications Officer	29	3
IT-specialist	14	4
Office Manager	22	6
Personal Assistant to the Business Ombudsman	58	5
Administrative Assistant	56	5
Driver	55	4 ³

Based on the results of the recruiting process, conducted according to the best international practices, the following candidates were selected by the Hiring Committee and approved by the Business Ombudsman:

- Salia Borbieva – Chief Communications Officer;
- Satkyn Beketaeva - Specialist;
- Aisanat Safarbek kzy - Specialist;
- Islan Dzhusupbaev - Specialist;
- Bolot Tursaliev - IT Specialist;
- Erkeayim Adikova - Office Manager;

- Bermet Alikeeva - Personal Assistant to the Business Ombudsman;
- Aidai Shishkaraeva - Administrative Assistant;
- Vladimir Galkin - Driver.

Thus, the Business Ombudsman team consists of 12 people. The hiring for the remaining “specialist” position will recommence after the state of emergency ends.

³ One no show of the candidate invited for the interview



Mr. Robin Ord-Smith

Business Ombudsman



Nurlan Musuraliev

Deputy Business Ombudsman



Mr. Ord-Smith's 30-year professional experience includes diplomatic, consular, and trade missions in Algeria, Romania, Malaysia, Germany, Japan, Iraq, Tajikistan, and Kyrgyzstan. He was made a Member of the Royal Victorian Order (MVO) by HM Elizabeth II in 1998. Mr. Ord-Smith headed the Commercial Section of the British Embassy in Japan after spending a year seconded to BAE Systems. Mr. Ord-Smith led missions and campaigns promoting commercial interests of small, medium enterprises, and large businesses in numerous international markets and has extensive experience in attracting large scale investments.

Mr. Ord-Smith was formerly the Trade and Investment Director in the British Embassy Baghdad, Her Majesty's Ambassador to Tajikistan and subsequently Her Majesty's Ambassador Kyrgyzstan. He also served as a Private Secretary to His Royal Highness the Duke of York. Since August 2019 - the Business Ombudsman of the Kyrgyz Republic - an authorised person to protect the rights, freedoms, and legitimate interests of business entities. He took up his duties in Bishkek in autumn 2019



For the last 8 years, Mr. Musuraliev worked as a Vice-President of the Chamber of Commerce and Industry of the Kyrgyz Republic. He was actively engaged in strengthening public-private dialogue, improving the business environment, promoting and protecting entrepreneurs' interests, and developing trade and economic ties. Previously, he managed a number of large entities of public, private, and joint-stock types in the positions of Chief Executive Officer and Deputy CEO: SAC Kyrgyzzalko, KBSZ Kristall, JSC KK Stolichnyi and others. Mr. Musuraliev was a key member of the Investments and Business Development Council under the Government of the Kyrgyz Republic, Business and Entrepreneurship Development Council under the Chairman of the Jogorku Kenesh of the Kyrgyz Republic, Anti-Corruption Council of the Government of the Kyrgyz Republic. He played an active role in legislation development, improving and shaping the business environment. Since November 2019 - Deputy Business Ombudsman of the Kyrgyz Republic



Sergey Ponomarev

Deputy Business Ombudsman

Previously, Mr. Ponomarev held the positions of the Chairman of the National Business Club of Kyrgyzstan, Chairman of the Association of Markets, Trade enterprises and Services, Chairman of the Association of Operators and Taxi drivers, Chairman of the United Trade Union Committee of Entrepreneurs of Dordoi Trade and Market Complex, Head of the Secretariat of the National Alliance of Business Associations (NABA). Mr. Ponomarev was one of the founders of many business associations, including NABA, Association of Markets, Trade and Service Enterprises, National Business Club. Since 2013 he has been a member of the working group of the Security Council of the Kyrgyz Republic on monitoring the implementation of the State Anti-Corruption Policy. Mr. Ponomarev has extensive experience in entrepreneurship, business protection, and promotion of business interests in cooperation with the Government, including the development and promotion of regulatory acts, use of regulatory impact analysis to balance state and business interests. Since November 2019 - Deputy Business Ombudsman of the Kyrgyz Republic



Salia Borbieva

Chief Communications Officer

Salia has significant experience in building external and internal communications in international, business, and municipal organisations. Her experience includes work in Kyrgyzstan, Central Asia, and the USA. Previously, Salia was involved in project implementation with the Government of the Kyrgyz Republic at the UN Migration Agency, headed the communications department and municipal department of city billboards at Bishkek City Municipality, led marketing activities at Gazprom Neft Kyrgyzstan, was responsible for setting up administrative processes in biotechnological start-up DFine Inc, shaped communications of the mobile operator Bitel (TMBeeline). Salia is a graduate of the Kyrgyz-Russian Slavic University



Satkin Beketaeva

Specialist



Satkyn is an expert in the field of legislative policy, regulatory practice, commercial, and corporate law. Satkyn has extensive experience in conducting legal expertise of documents, preparing legal and analytical documents, and analyzing current legislation of the Kyrgyz Republic for its effectiveness and contradictions. Satkyn worked for Kalikova & Associates legal firm for about 10 years, providing legal advice and legal support to foreign and local investors. She also worked as an independent consultant for international projects aimed at solving problems that hinder the development of the business environment in Kyrgyzstan. Satkyn holds a Master's degree in law from Uppsala University, Sweden and a Master's degree in law from Saint Louis University, USA



Aisanat Safarbek Kyzy

Specialist



Aisanat is a lawyer with significant experience in legal consultations and cooperation with state bodies, including tax authorities, customs authorities, licensing authorities, Financial Police, the Prosecutor General's office, courts of all levels, etc. Since the beginning of 2019, Aisanat has been actively involved in the process of developing laws and legal acts. Before joining the Business Ombudsman Institute, Aisanat worked at Grata International, where for 8 years she advised domestic and international corporations and financial institutions on banking, labor, tax, and customs legislation. Aisanat has significant experience in preparing and supporting commercial transactions. Aisanat graduated with honors from the American University in Central Asia



Islan Dzhusupbaev

Specialist



Islan has significant experience in developing legislative documents regulating business activities and investments. Throughout his career, Islan has been directly involved in the interaction of government agencies with business associations and private entrepreneurs. He is a former participant of the various working groups improving the business environment. Islan has an extensive background in resolving disputes between businesses and state bodies. Islan holds a Master's of International Law from the Kyrgyz-Russian Slavic University and a Master's of Economics from the University of Kobe, Japan



Bolot Tursaliev

IT Specialist



Bolot has extensive experience in the field of information technology, project management, IT infrastructure solutions, resource management systems for business companies and international organizations. He headed the implementation of IT infrastructure and business systems projects in the investment project for commissioning Bozymchak mining site, worked in international projects developing the micro-finance sector of Kyrgyzstan



Erkeayim Adikova

Office Manager



Previously, Erkeayim worked in the Secretariat of the Investment and Business Development Council under the Government of the Kyrgyz Republic, an advisory body that develops proposals for government bodies on improving the business environment and investment climate in the Kyrgyz Republic. She has expertise in developing and optimization of administrative and operational processes in the areas of human resource management, business processing, financial reporting, organizing meetings, and events of various scales and levels. Erkeayim has experience in organizing and participating in projects strengthening public-private dialogue. Graduated with honors from the Kyrgyz State National University



Bermet Alikeeva

Personal Assistant to
the Business Ombudsman



Bermet has significant experience in supporting executives in international companies with a focus on streamlining administrative processes and internal communications. She previously developed communications at the Central Administrative Office of the University of Central Asia within the Aga Khan Development Network, sales and marketing at the Orion Luxury Boutique Hotel and Business Center - Premium Offices, provided administrative support to the General Manager and Director of Marketing Communications at Hyatt Hotels Corporation. She graduated from American University of Central Asia with a degree in Journalism



Aidai Shishkaraeva

Administrative assistant



Aidai started her career with administrative experience at the World Bank in the Kyrgyz Republic, Sky Mobile (TM Beeline), and Interbank Processing Center. She was actively involved in fund-raising, charity, and volunteering providing support for vulnerable groups of people. Aidai has experience in processing statistical data on research projects. She graduated from American University of Central Asia with a degree in Psychology and Business Management.



Vladimir Galkin

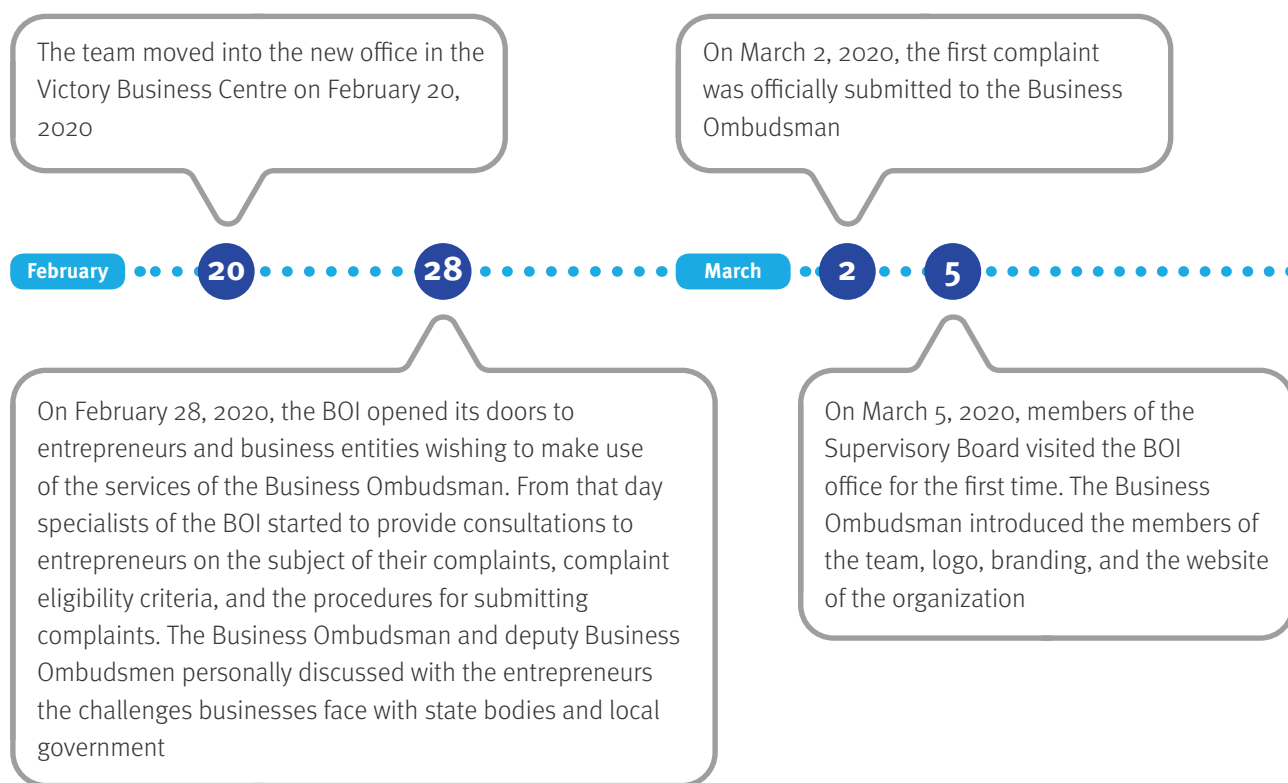
Driver



Vladimir has 13 years of experience as a driver in the offices of the International Finance Corporation, European Bank for Reconstruction and Development, British Embassy in the Kyrgyz Republic and other international organizations. He is a graduate of Kyrgyz-Russian Slavic University with a degree in Transport management

«Soft Launch»

The first months of 2020 were dedicated to organizational, administrative, technical, and recruiting issues related to the setup of a new institution.



It was planned to organize an official BOI opening ceremony with the invitation of the members of the Supervisory Board, representatives of state bodies and local governments, business communities and associations, representatives of media. However, these plans were interrupted by the start of COVID-19 pandemic, and subsequent state of emergency.

According to the Government's recommendations to hold the spread of the COVID-19 virus, due to the deteriorating epidemiological situation and to preserve the health and safety of visitors and the employees, the Business Ombudsman and staff switched to working from home on March 18, 2020. BOI staff continued to provide advice to business entities and to receive complaints online (www.boi.kg).



COVID-19 pandemic

Due to the deteriorating epidemiological situation in the country and in order to preserve the health and safety of employees and visitors, from March 18, 2020, the Business Ombudsman Institute switched to remote working. To continue the delivery of services in accordance with its mandate BOI provided consultations and received complaints from entrepreneurs through the www.boi.kg website.

On March 25, 2020, a state of emergency was imposed on the territory of the cities of Bishkek, Osh, Jalal-Abad, Nookat, Kara-Suu districts of Osh region, and Suzak district of Jalal-Abad re-gion.

During the period of remote working, the BOI team continued to consider and investigate complaints as much as possible. Since the introduction of the state of emergency and as of the date of the publication of this report, there has been no increase of complaints submitted to the Business Ombudsman.

The restrictions imposed in connection with the state of emergency had a tremendous impact on business and the country's economy. In this regard, the Business Ombudsman took several measures aimed at supporting entrepreneurs:

- To reduce the negative economic impact of COVID-19 for the country and for entrepreneurs, the Government of the Kyrgyz Republic prepared the first anti-crisis plan. On March 17, 2020, the Business Ombudsman contributed to this process through the development and submission of proposals and measures aimed to provide fiscal and administrative exemptions, tax reporting extensions, financial support for entrepreneurs, etc.
- On March 26, 2020, the Business Ombudsman sent a recommendation to the Government and the Republican Headquarters on COVID-19 to simplify the procedures for essential goods/services and employees of commercial companies to pass accompanying those goods/providing services;





Complaints

Complaint eligibility criteria

The Business Ombudsman considers and investigates complaints from business entities if:

- the complaint is filed against actions (including decisions) and inaction of state bodies, local self-government bodies, state-owned enterprises, as well as their officials; ✓
- the complaint is not at the stage of judicial or arbitration proceedings, or a court or other similar decision has not been made in relation to the subject of the complaint, as well as complaints about the legality and / or validity of any court decisions, orders, and determinations; ✓
- the business entity has used at least one method of existing administrative appeal; ✓
- the statute of limitations has not passed (1 year from the moment of violation of the rights, freedoms, and legitimate interests of business entities). ✓

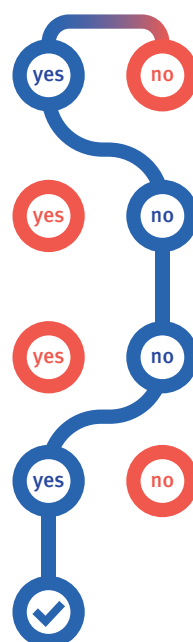
Are you complaining as an entrepreneur or private business entity against the actions or inactions of a state body, regional or local government body or a state owned enterprise or their officials?

as the issue of your complaint had a court or arbitral decision or are there any ongoing or planned court or arbitral proceedings?

Is it less than 12 months since the issue occurred that you wish to complain about?

Have you used at least one available administrative appeal process?

Your application meets the criteria of Business Ombudsman Institute



Number of complaints received

During the reporting period (since the soft launch till the end of March 2020) the Business Ombudsman received 17 complaints from entrepreneurs and business entities:

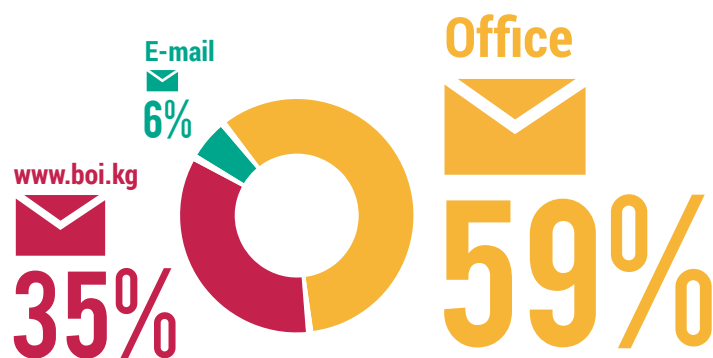


8 complaints (47%) have been accepted for further investigation. Consideration of one complaint was suspended due to the introduction of a state of emergency in Bishkek and the impossibility of organizing a visit by the local government to consider the applicant's issue.

9 complaints (53%) after a preliminary assessment have been left without further consideration due to not meeting complaint eligibility criteria set in clause 31 of Rules of Procedure of the Business Ombudsman

Complaint Method

Complaints were filed mainly in person - 59%, by e-mail - 6%, and after the introduction of the state of emergency, through the website www.boi.kg - 35%.

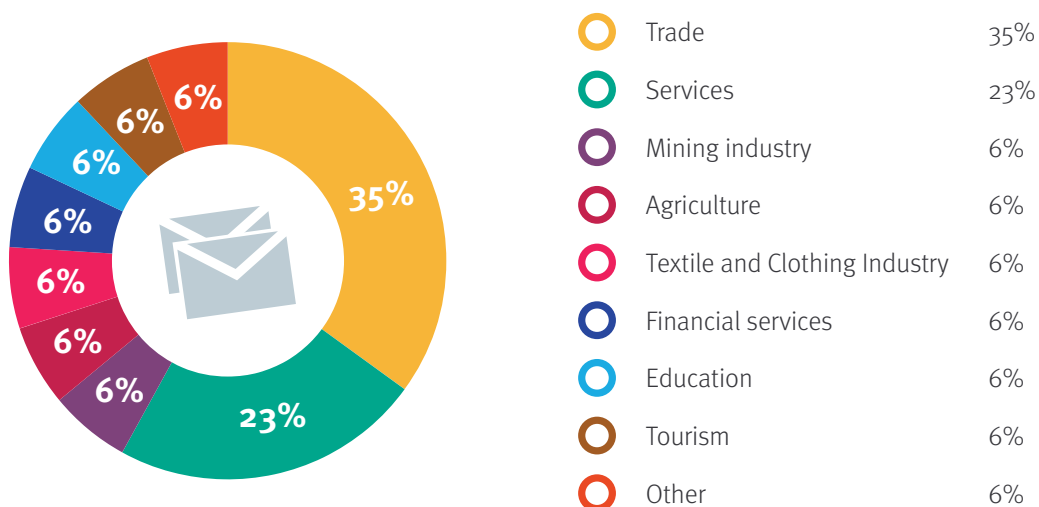


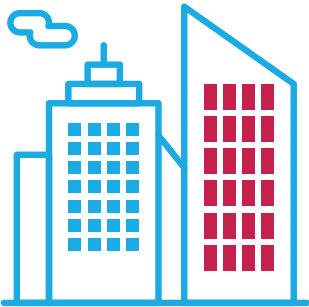
Geography of complaints received



Sectors of the economy

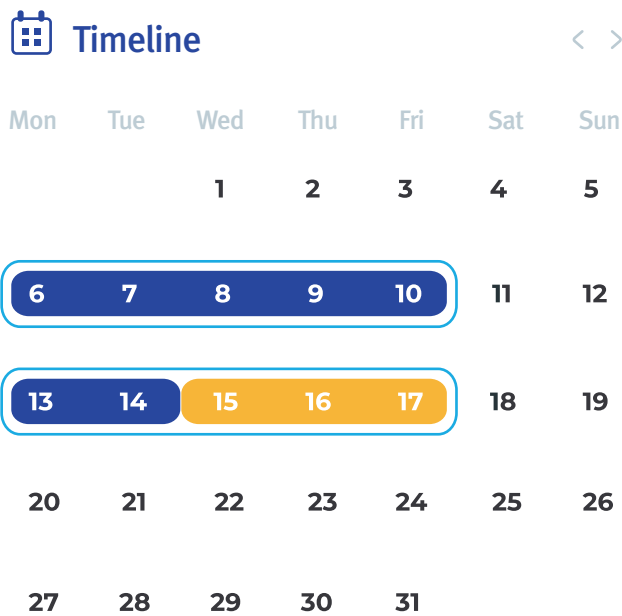
Complaints filed represented the following sectors of the economy:





Initial complaint assessment timeline

During the reporting period, the average time for the Business Ombudsman to decide to consider or leave a complaint without further consideration was 6.5 business days. This is 3.5 days less than the 10 day period for preliminary complaint assessment set in the Rules of Procedure of the Business Ombudsman.



Set



Average



Statistics of complaints left without further consideration

Complaints received were left without further consideration due to the following grounds:



the applicant did not provide sufficient cooperation - 11%⁴



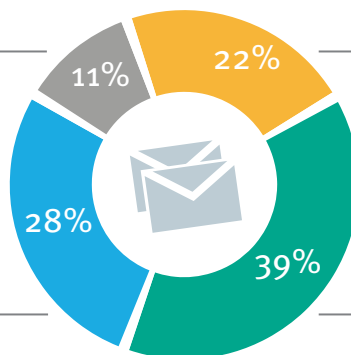
the complaint is outside the competence of the Business Ombudsman - 22%



a complaint was filed after the statute of limitations passed (1 year from the date of violation of the rights, freedoms, and legitimate interests of business entities) - 28%



the complaint is in the process of judicial/arbitration consideration or a judicial / arbitral decision has already been made - 39%



⁴ The complainant didn't provide requested supporting documentation



The main issues raised by business entities in complaints



- illegal and/or unreasonable additional charge of income taxes, VAT taxes, issues of VAT offset, lack of unified interpretation of tax legislation by the tax officials;
- unlawful actions on the part of the state-owned enterprise/state body, as well as local authorities on rental relations;
- unlawful actions of prosecution authorities regarding the seizure of land for public purposes.



Complaints were filed against the following state agencies



State Tax Service,
including district
departments



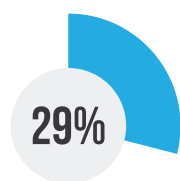
General Prosecutor's
Office, including
district divisions



Local authorities



State-owned
enterprises



Other







Communications and Outreach

Initial work and meetings with partners

During the reporting period, the Business Ombudsman and BOI representatives participated in several meetings and events.

January

- meeting of the Business and Entrepreneurship Development Council under the Chairman of the Jogorku Kenesh of the Kyrgyz Republic, January 20, 2020;
- Improving the Legal Environment for Business in Central Asia conference organized by OECD and the Ministry of Economy of the Kyrgyz Republic, January 23, 2020.

February

- meeting with Mr. Choduev, the Minister of Agriculture and Food Industry of the Kyrgyz Republic, February 4, 2020;
- meeting with Mr. Irsaliev, Chairman of the Social Fund of the Kyrgyz Republic, February 5, 2020;
- meeting organized by the Business Development and Investments Council under the Government of the Kyrgyz Republic, February 6, 2020;
- meeting of the Committee for Industry and Entrepreneurship Development under the President of the Kyrgyz Republic, February 12, 2020;
- expert discussion of the International Business Council on the law enforcement practice of economic activity in the framework of the judicial and legal reform of Kyrgyzstan, February 13, 2020;
- meeting with Mr. Torutaev, Chairman of the State Customs Service under the Government of the Kyrgyz Republic, February 14, 2020;

- meeting with the President of the Kyrgyz Republic, February 18, 2020;
- meeting with members of the American Chamber of Commerce of the Kyrgyz Republic, February 21, 2020;
- meeting with the head of the Judicial Reform Department of the President's Administration and expert group on legal practices related to economic crimes, February 21, 2020;
- meeting with entrepreneurs organized by the Bishkek Prosecutor's Office and dedicated to improving the business environment, February 26, 2020;

February

February 4, 2020



Meeting with the Minister of Agriculture and Food Industry of the Kyrgyz Republic

February 4, 2020



Meeting with the Minister of Agriculture and Food Industry of the Kyrgyz Republic Mr. Choduev E.

February 5, 2020



Meeting with the Chairman of the Social Fund of the Kyrgyz Republic Mr. Irsaliev M.

February 12, 2020



Meeting of the Committee for Industry and Entrepreneurship Development under the President of the Kyrgyz Republic



Meeting of the Committee for Industry and Entrepreneurship Development under the President of the Kyrgyz Republic

February 13, 2020



Meeting of the Business Development and Investments Council under the Government of the Kyrgyz Republic



Meeting of the Business Development and Investments Council under the Government of the Kyrgyz Republic

February 14, 2020



Meeting with the Chairman of the State Customs Service under the Government of the Kyrgyz Republic Mr. Torutaev



Meeting with the Chairman of the State Customs Service under the Government of the Kyrgyz Republic Mr. Torutaev

February 18, 2020



During the meeting on February 18, 2020 the President and Business Ombudsman discussed measures to improve the protection of the rights and freedoms of business entities in Kyrgyzstan. President Jeenbekov noted that one of the main problems remained is the lack of mutual understanding and effective coordination between business representatives, fiscal, and law enforcement agencies and that this reflects a worsening business climate in Kyrgyzstan and an outflow of investment from the country. The President also expressed his support to the Business Ombudsman in establishing effective mechanisms for protecting entrepreneurs and local and international investors.

February 21, 2020



Deputy Business Ombudsman Mr. Ponomarev S. and specialist Aisanat Safarbek kyzy during the meeting with entrepreneurs and head of the Judicial Reform Department of the President's Administration

March

March 6, 2020



Meeting with entrepreneurs organized by the Prosecutor's Office of Chui region and dedicated to improving the business environment

March 11, 2020



Expert meeting on business proposals for judicial reform organized by the International Business Council

March 20, 2020



Round table of the Ministry of Economy of the Kyrgyz Republic with representatives of the business community and government bodies to discuss measures aimed to support businesses and reduce the negative economic impact of the COVID-19 pandemic

Regional trips

To raise awareness about BOI and its mandate, build a partnership with state bodies, and businesses in the regions the Business Ombudsman, Deputy Business Ombudsmen and specialists undertook business trips to the following regions:

February



Batken, February 25, 2020

The Business Ombudsman held meetings with the Government Representative in Batken, Mr. Abdrakhmanov, the Prosecutor of Batken region Mr. Halmurzaev, and with entrepreneurs and representatives of the business community. During the meeting with entrepreneurs and businesses, BOI representatives presented the BOI mandate and role, the criteria for complaints, and discussed the specific challenges businesses face in Batken.



Meeting with the Government Representative in Batken region Mr. Abdrakhmanov



Meeting with the Prosecutor of the Batken region Mr. Halmurzaev



Meeting with members of the Batken business community

Osh, February 26, 2020



Meeting with the Government Representative in Osh region Mr. Zhylybayev

During the visit to Osh, the Business Ombudsman held meetings with the Government Representative in Osh region Mr. Zhylybayev, vice-mayor and department heads of Osh City municipality, and regional representatives of the business community. During the meeting with entrepreneurs and businesses, BOI representatives presented the BOI mandate and role, the criteria for complaints and discussed challenges entrepreneurs face in the region



Meeting with entrepreneurs of Osh



Meeting with the Vice-mayor of Osh city Mr. Turduev

March

Naryn, March 4, 2020



Meeting with the Government Representative in Naryn region Mr. Alymkulov

During the visit to Naryn, the Business Ombudsman met with the Government Representative in Naryn region Mr. Alymkulov and Deputy Prosecutor of Naryn region Mr. Nurmamatov. The Business Ombudsman also met with entrepreneurs and business representatives and presented the role and mission of the BOI, criteria for complaints, and how to file a complaint. Businessmen briefed BOI representatives on the challenges they face in Naryn.

Naryn, March 4, 2020



Meeting with Deputy Prosecutor of Naryn region
Mr. Nurmamatov



Meeting with the business community of Naryn region

Karakol, March 11, 2020



Cholpon-Ata, March 12, 2020

As part of the business trip to Karakol and Cholpon-Ata, BOI representatives held meetings with the heads of the municipalities, local entrepreneurs and presented BOI role and mission, complaint criteria, ways to submit complaints, discussed the challenges facing local entrepreneurs.



Meeting with entrepreneurs of Karakol city



Deputy Business Ombudsman Mr. Musuraliev during the meeting with the Mayor of Cholpon-Ata city
Mr. Sarbagyshev



Meeting with entrepreneurs of Cholpon-Ata city

Branding and promotion

During the first quarter of 2020, BOI logo and corporate identity were developed



BOI launched its web-site www.boi.kg. The website is in Kyrgyz, English, and Russian. Complaints from entrepreneurs and business representatives can be submitted in any of the three languages.

Since its launch, the website has between 30 and 190 visitors per day.

BOI pages @BOIKyrgyzstan have been created in social media - Facebook, Twitter and LinkedIn.

Facebook: 554 followers

Twitter: 265 followers

2020
January - March



2

Radio broadcasts



34

Total number of media materials released during the reporting period



22

Online publications



10

TV stories and interviews



1

Interview for a specialized publication, annual magazine of the American Chamber of Commerce in the Kyrgyz Republic



Interviews with the Business Ombudsman:

- Interview with the specialized online publication Akchabar



<https://www.akchabar.kg/ru/article/business/na-strazhe-prav-predprinimatelej-v-bishkeke-v-fevr-ale-nachne/>



- live broadcast in the morning program “Business conversation” on Ala-Too 24 channel



<https://youtu.be/o5WVxJ9klkw>



- Interview in the framework of the program “Business Economics” on the NTS channel



<https://youtu.be/HmtPd-xa9Qg>



Interviews that were organized but not aired due to the pandemic:

- Interview with Sputnik Radio
- interview with Capital.kg

during the state of emergency”. Both materials were published in media and received high levels of interest and responses from the business community.

BOI specialists also prepared special informational articles in the context of the COVID-19 pandemic: “State of Emergency: How entrepreneurs can minimize risks in the circumstances of the coronavirus pandemic and the restrictive measures taken by the state” and “How entrepreneurs can contact state and local governments



Plans for the II quarter

In the next reporting period, the Business Ombudsman will continue to develop and submit to the state bodies proposals for supporting business entities, helping them to overcome the difficulties of the pandemic, as well as to continue to receive and investigate complaints.

BOI will also continue its active participation in the work of the following bodies to develop and improve the investment and business climate in the country:

- The Industry and Entrepreneurship Development Committee of the Kyrgyz Republic under the National Council for Sustainable Development of the Kyrgyz Republic;
- The Business and Entrepreneurship Development Council under the Chairman of the Jogorku Kenesh of the Kyrgyz Republic;
- The Investment and Business Development Council under the Government of the Kyrgyz Republic;

- The Anti-corruption Council under the Government of the Kyrgyz Republic.

The work of raising awareness about the BOI, its role and mandate will also be continued in the next quarter. The BOI will hold regular meetings with business associations and entrepreneurs to explain complaint eligibility criteria, procedures for filing complaints or seeking advice from our experts and to better understand problems that business entities are facing.

In this regard, one of the main tasks for the second quarter of 2020 will be to increase awareness among target groups - entrepreneurs, business entities, and business associations through online webinars with BOI specialists and representatives of the state bodies.

BOI plans for the second quarter of 2020:

- investigate complaints from entrepreneurs and business entities in accordance with the Government Decree No. 647 On the Authorized Person Protecting the Rights, Freedoms, and Legitimate Interests of Business Entities (Business Ombudsman) from 31.12.2018 and the Rules of Procedure;
- complete the investigation of existing complaints, in case of confirmation of infringed rights, freedoms, and legitimate interests of business entities, send appropriate Response Acts to the state bodies, monitor their implementation;
- develop and send proposals to the state bodies of the Kyrgyz Republic to support entrepreneurs during the pandemic;
- promote transparency in state bodies, local self-governments, and state-owned enterprises in order to prevent corruption and/or other violations of rights, freedoms, and legitimate interests of entrepreneurs and business entities;
- develop and implement an internal monitoring and evaluation system;
- develop systemic recommendations for improving the business environment based on an analysis of complaints received;
- continue work on the draft law “On the Business Ombudsman”;
- agree on MoUs with key state bodies;
- recruit for the remaining vacant position of “specialist”;
- deliver the communications strategy to inform business, the public, and partners about BOI work;
- organize meetings with entrepreneurs and partners in the regions.



European Bank
for Reconstruction and Development

Business Ombudsman Institute of the Kyrgyz Republic is funded by the Special Fund of Shareholders of the European Bank for Reconstruction and Development (EBRD)



**BUSINESS
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KYRGYZ REPUBLIC

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