



BUSINESS OMBUDSMAN
OF GEORGIA

Activity of the Office of Business Ombudsman of Georgia

Activity of the Office of Business Ombudsman of Georgia



The Business Ombudsman's Activities Goals and Rights

The Business Ombudsman's authority and competence is determined by the Law of Georgia under "Business Ombudsman"

Goal of BO activities is to facilitate protection of rights and lawful interests of entrepreneurs on the territory of Georgia

Responding to the problems:

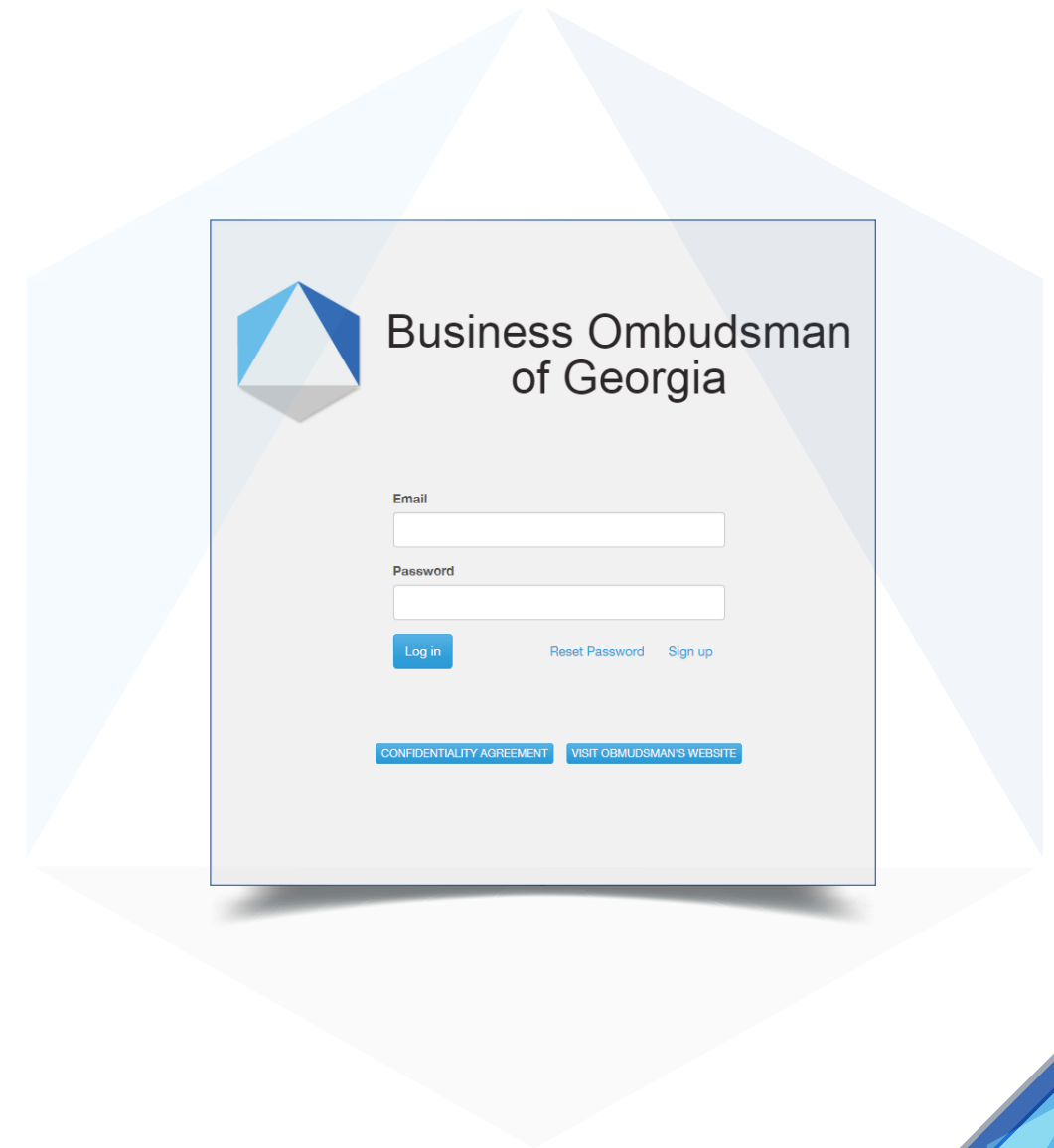
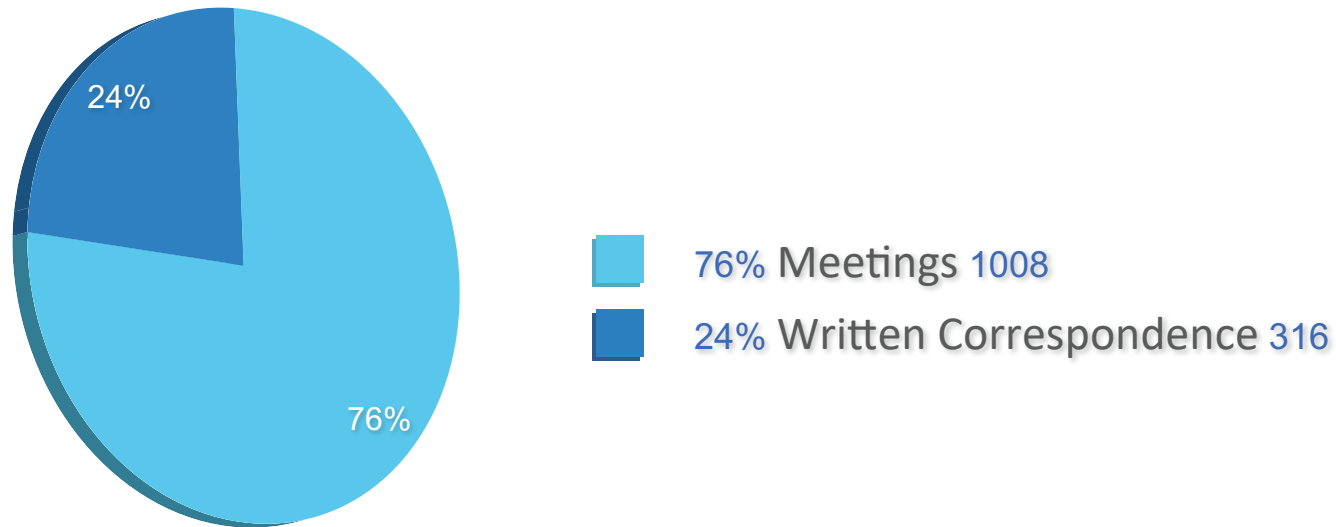
- ▣ Recommendation of the Business Ombudsman
- ▣ Solicitation of the Business Ombudsman
- ▣ Conclusion of the Business Ombudsman
- ▣ The Project of the Normative Act

The Office of Business Ombudsman is represented by:

- ▣ The Board of Investors
- ▣ The Dispute Resolution Board of the State Procurement
- ▣ The Dispute Resolution Board of the Ministry of Finance;
- ▣ Commission for the study issues, related to the contracts signed for the purpose of Stateproperty disposal

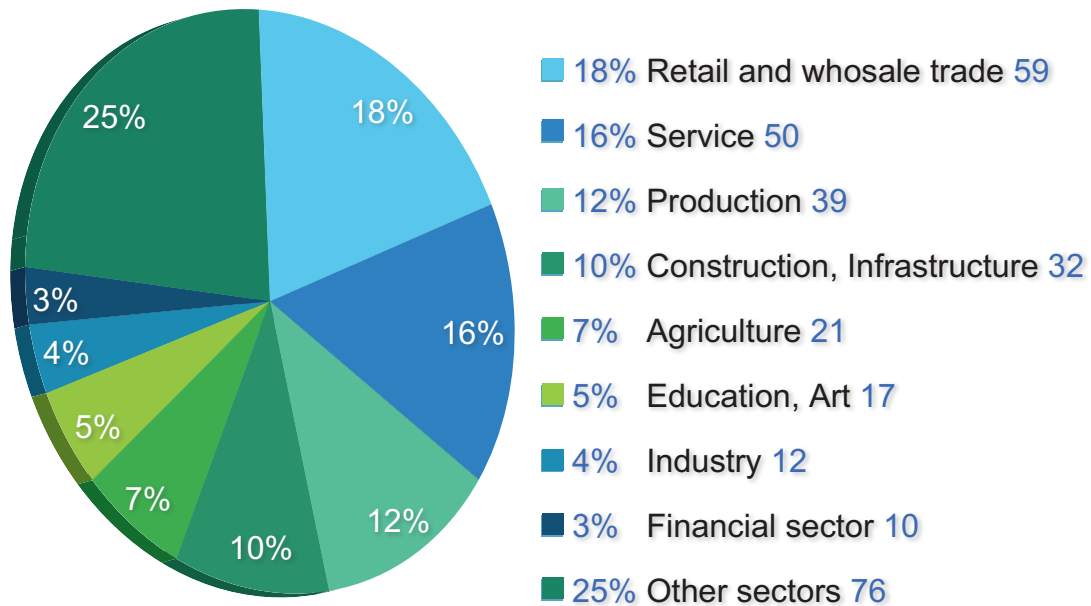
In 2018 Office of the Business Ombudsman has reviewed 316 Cases

Referral Statistics in the Office of Business Ombudsman, 2018

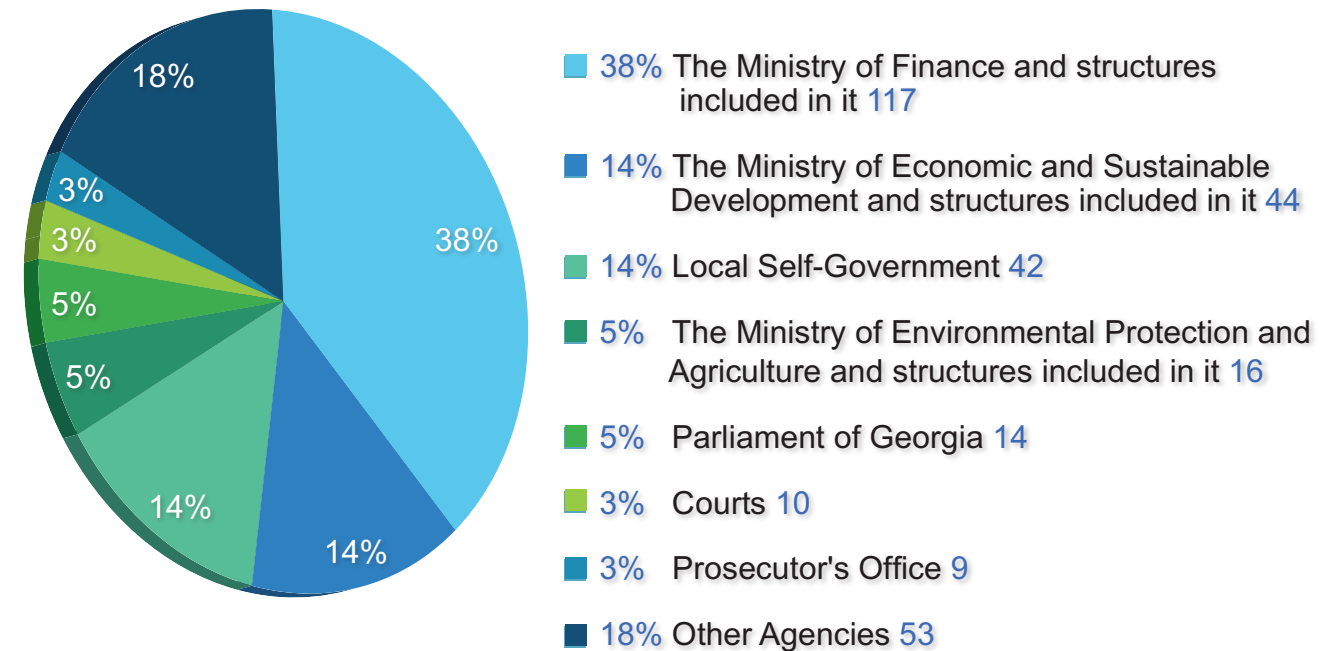


The Office of Business Ombudsman's Referral Statistics by Business Sectors and Responding Agencies, 2018

Referral Statistics by Business Sectors

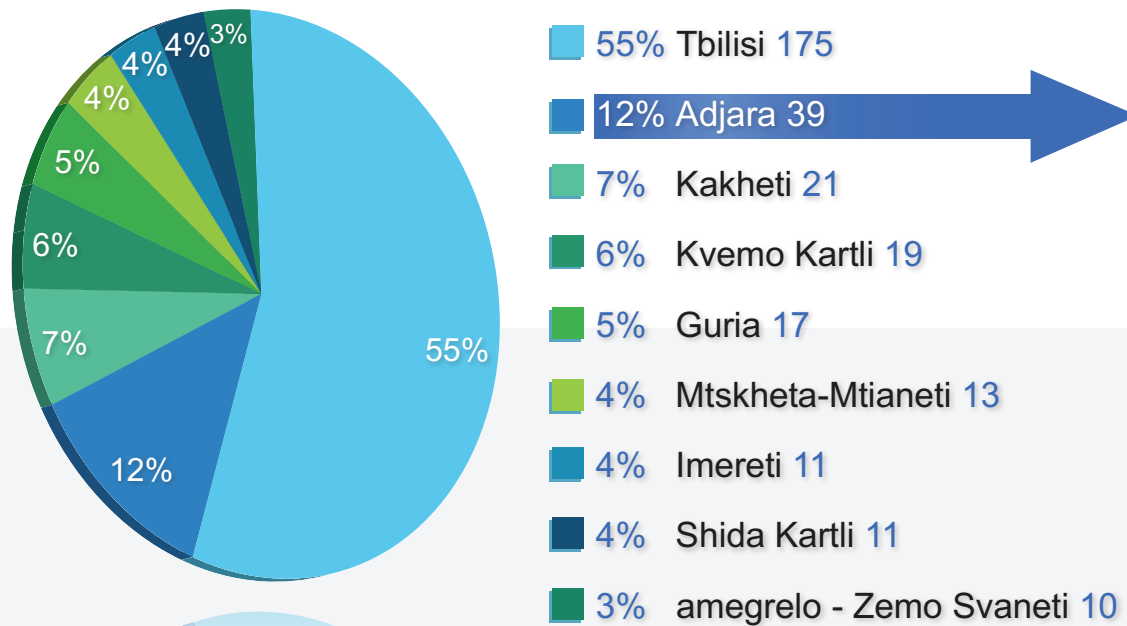


Referral Statistics by Responding Agencies

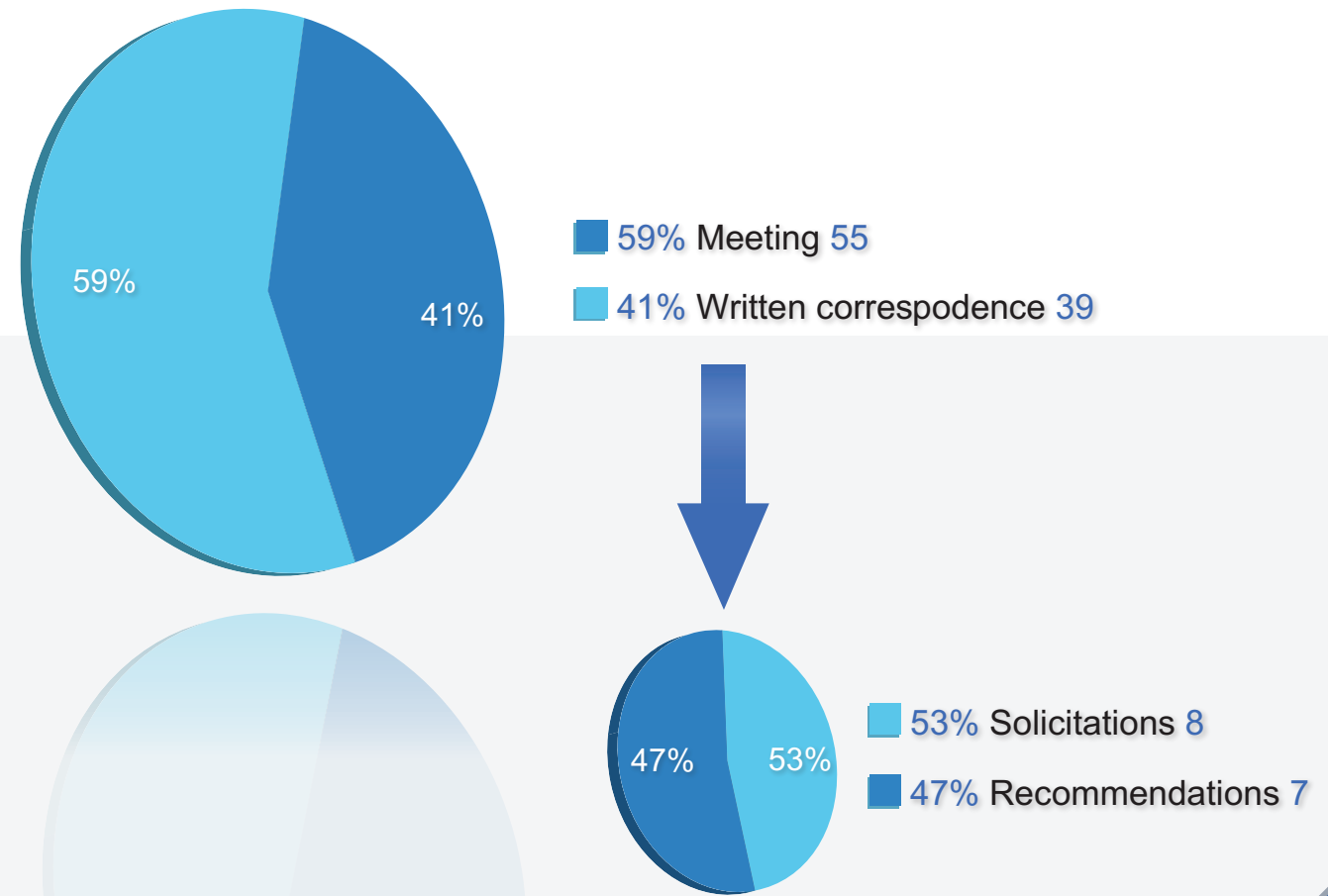


The Office of Business Ombudsman's Referral Statistics by Regions, 2018

Referral Statistics by Regions

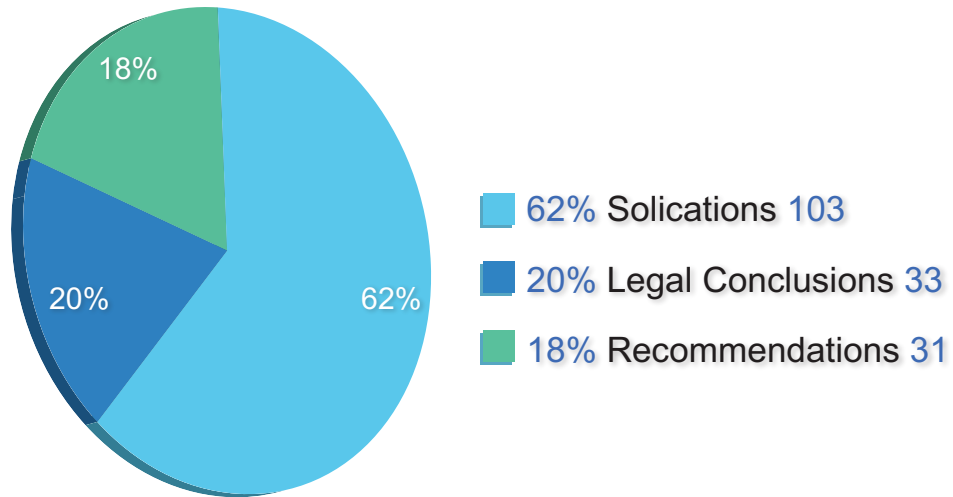


Referral Statistics from Adjara Autonomous Republic

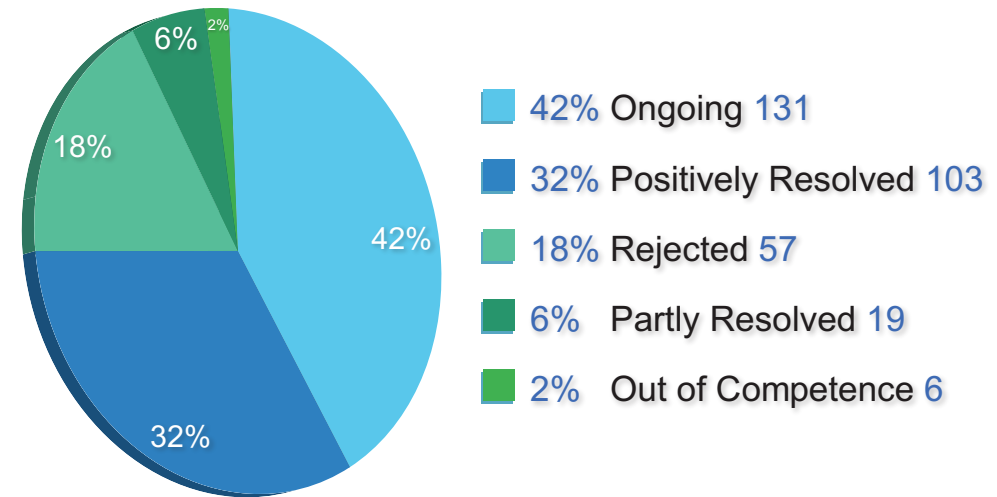


Responses & Statuses Statistics for the applications submitted to the Office of the Business Ombudsman in 2018

Application Responses Statistics

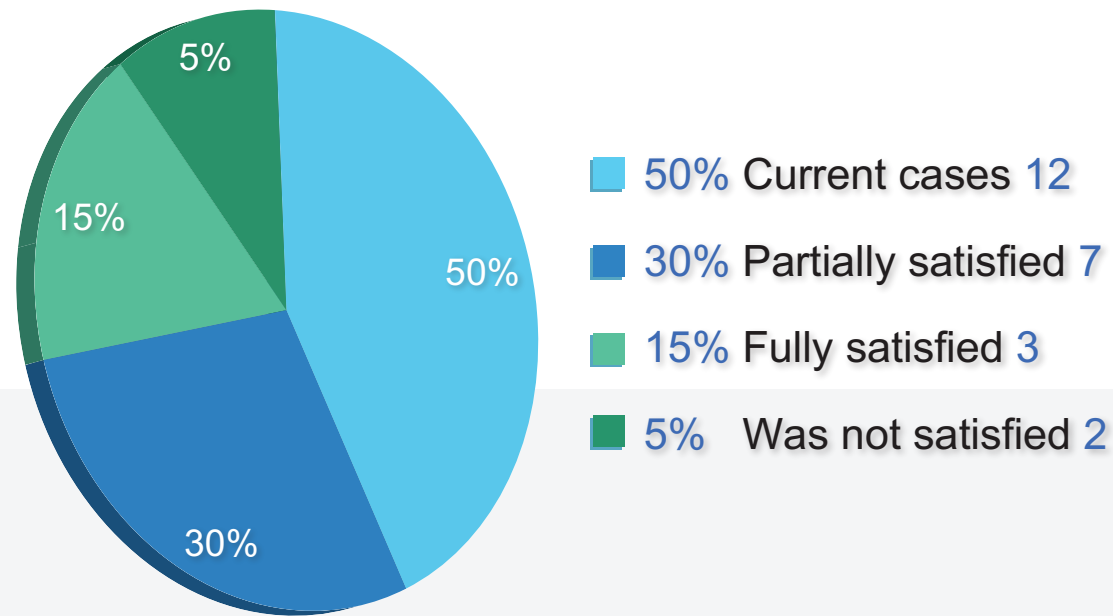


Statuses of Cases



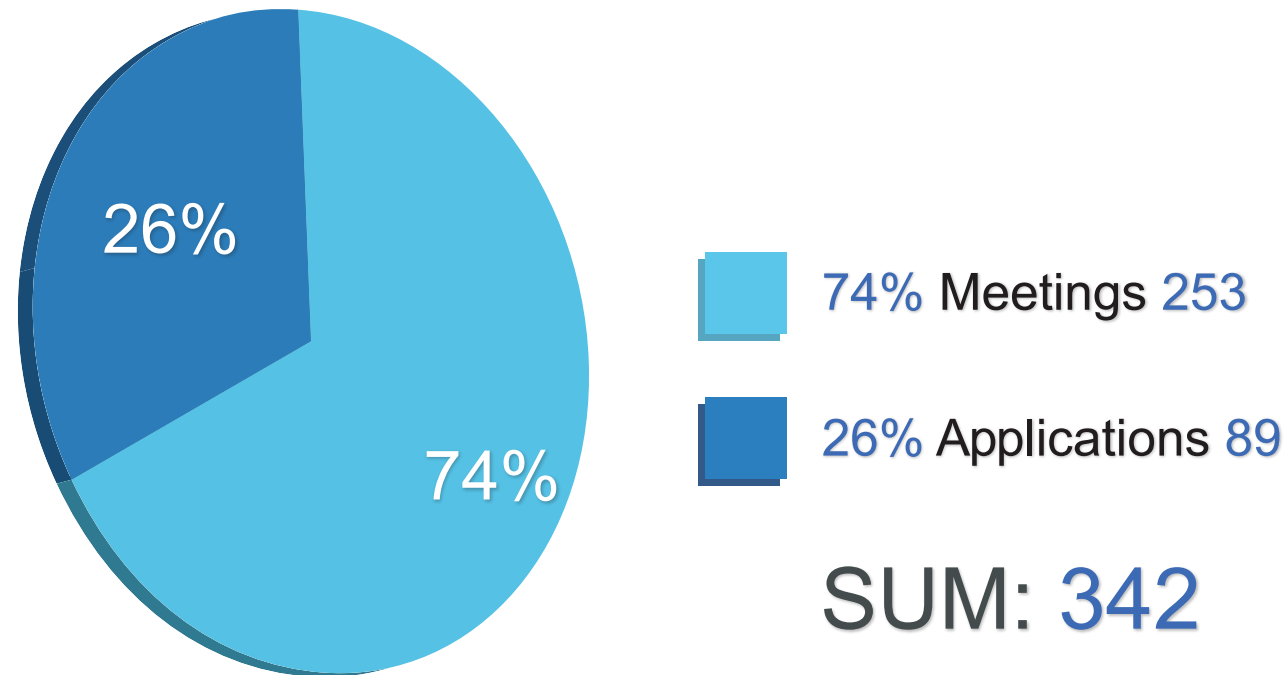
Among 65% of completed cases, the position of Business Ombudsman was fully or partly considered

Statistics of Cases with the participation of the Office of the Business Ombudsman in the Dispute Resolution Board of the Ministry of Finance, 2018

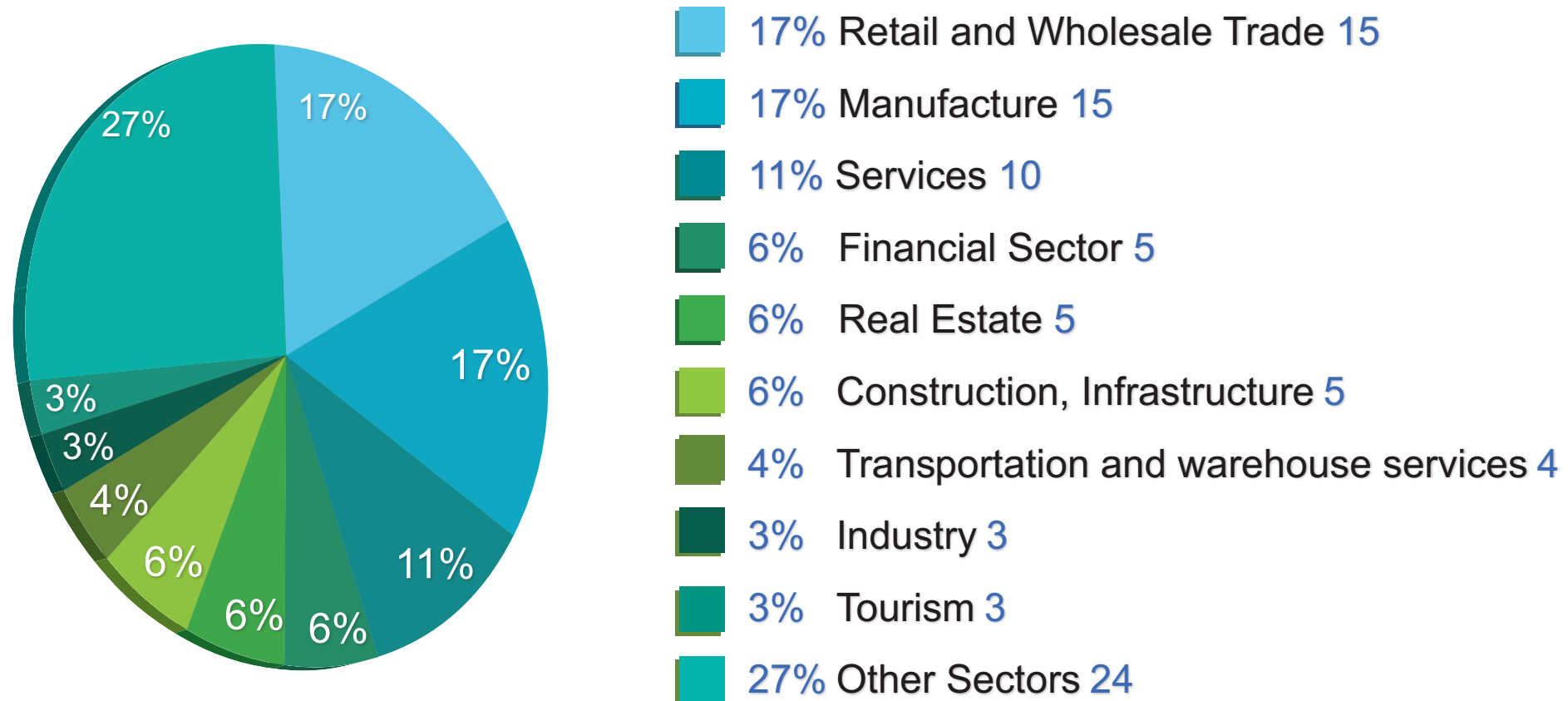


Among 85% of completed cases, the position of the Business Ombudsman was considered in the Dispute Resolution Board

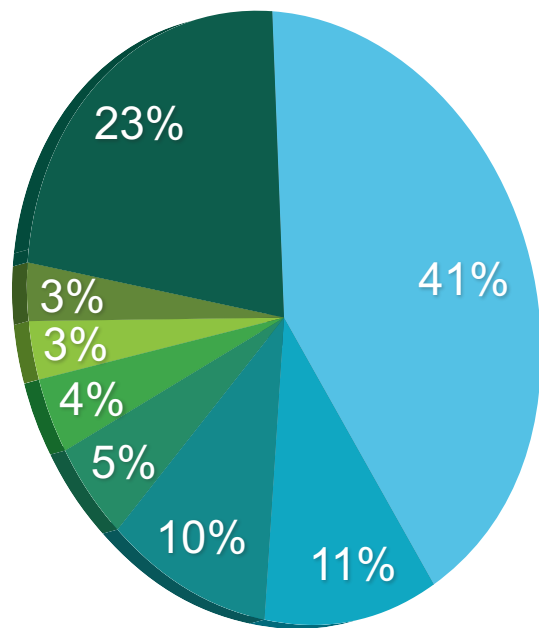
Referral Statistics in the Office of Business Ombudsman, 1st Quarter 2019



The Office of Business Ombudsman's Referral Statistics by Business Sectors, 1st Quarter 2019

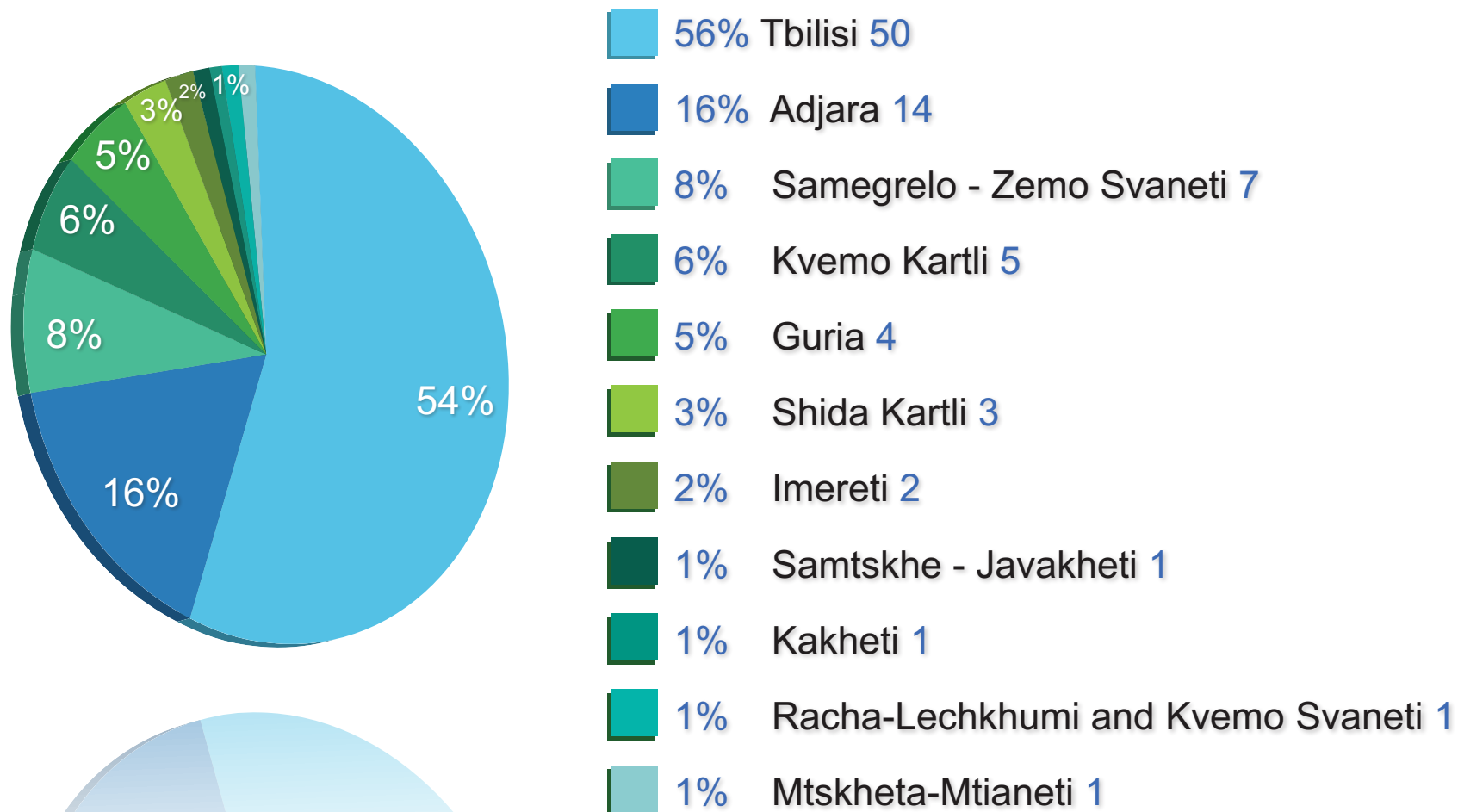


The Office of Business Ombudsman's Referral Statistics by Responding Agencies, 1st Quarter 2019



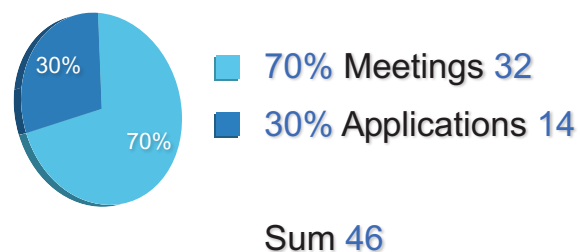
- 41% Ministry of Finance of Georgia and its Agencies 46
- 11% Ministry of Economy and Sustainable Development of Georgia and its Agencies 12
- 10% Ministry of Environment Protection and Agriculture of Georgia and its Agencies 11
- 5% Local self-governance 6
- 4% Government Administration 5
- 3% Ministry of Internal Affairs of Georgia and its Agencies 3
- 3% Courts 3
- 23% Other Agencies 26

The Office of Business Ombudsman's Referral Statistics by Regions, 1st Quarter 2019

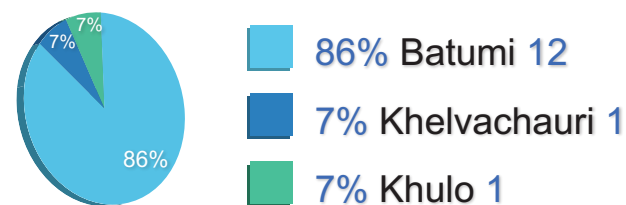


Referral Statistics from Adjara Autonomous Republic, 1st Quarter, 2019

Referral Statistics in the Office of Business Ombudsman from Adjara Autonomous Republic, 1st Quarter 2019



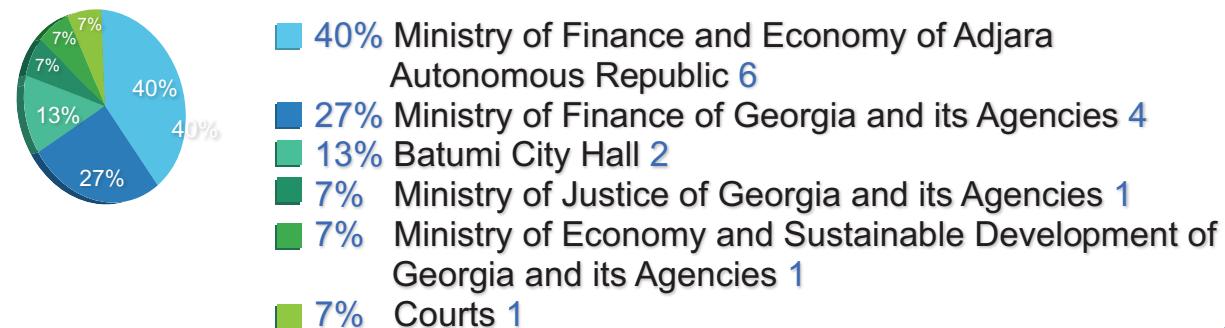
The Office of Business Ombudsman's Referral Statistics by the Local Self-government Authorities in Adjara Autonomous Republic, 1st Quarter 2019



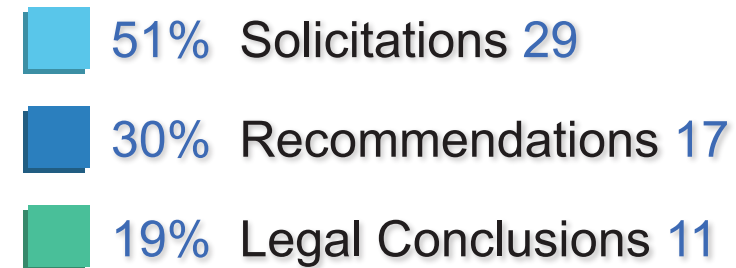
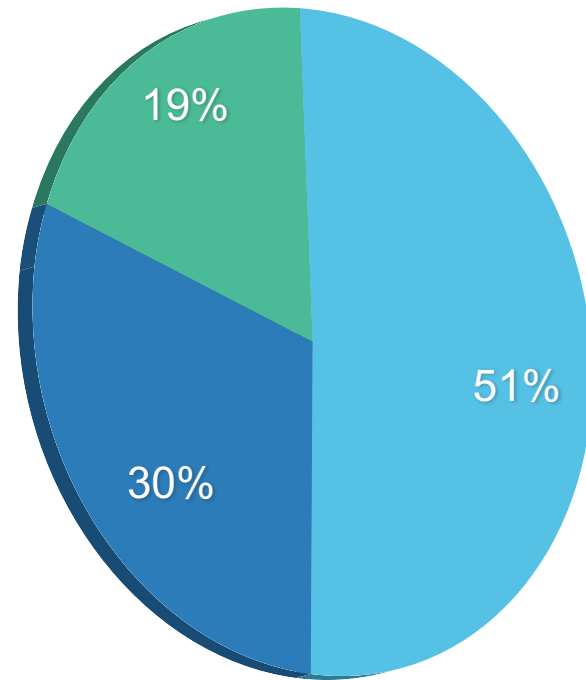
The Office of Business Ombudsman's Referral Statistics by Business Sectors from Adjara Autonomous Republic, 1st Quarter 2019



The Office of Business Ombudsman's Referral Statistics by Responding Agencies, from Adjara Autonomous Republic, 1st Quarter 2019



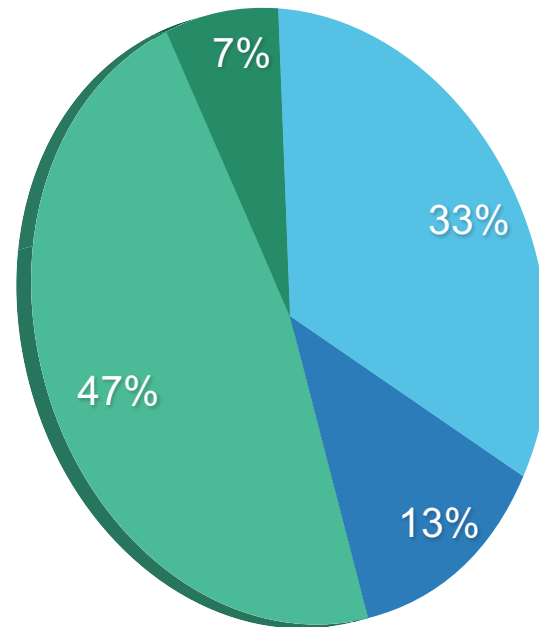
Responses Statistics for the applications submitted to the Office of the Business Ombudsman, 1st Quarter, 2019



SUM: 57

Among 80% of completed cases, the position of Business Ombudsman was fully or partly considered

Statistics of the Cases with the Participation of the Office of the Business Ombudsman in the Council of Dispute of the Ministry of Finance, 1st Quarter 2019



- 33% Ongoing 5
- 13% Positively Resolved 2
- 47% Partly Resolved 7
- 7% Rejected 1

Among 90% of completed cases, the position of Business Ombudsman was fully or partly considered

Implemented and Initiated Projects

Business Support Projects:

- Business Ombudsman's web Portal www.portal.businessombudsman.ge
- Meetings with small and medium sized businesses in regions
- Office of the Business Ombudsman takes the role of the leader in Business Integrity in Georgia
- Ensuring to elevate the qualification levels of the Public sector representatives during the settlements of business disputes through mediation



USAID
FROM THE AMERICAN PEOPLE



Governing for
Growth
in Georgia



WORLD BANK GROUP
Finance, Competitiveness & Innovation



OECD



Eu Delegation
to Georgia

 www.portal.businessombudsman.ge

FAIRNESS, OBJECTIVITY, IMPARTIALITY, LEGALITY

Implemented and Initiated Projects

Projects for strengthening the function of the Office of Business Ombudsman:

- ◆ Sharing the Business Ombudsman's "Friend of Court" (*Amicus Curiae*) functions in the Common Court's System
- ◆ Enhancing the Office of the Business Ombudsman in Adjara
- ◆ Memorandum of cooperation with a Council of Business Ombudsman Of Ukraine
- ◆ Capacity Building Training for the Office of the Business Ombudsman
- ◆ Involvement of the Office of the Business Ombudsman in National Anti-Corruption Action plan developed by OECD recommendations



USAID
FROM THE AMERICAN PEOPLE



Governing for
Growth
in Georgia



WORLD BANK GROUP
Finance, Competitiveness & Innovation



OECD



Eu Delegation
to Georgia

Reviewed Cases and Issued Recommendations of the Office of the Business Ombudsman of Georgia

New regulations on tobacco control

New regulations on grocery labeling

New regulations on lending to individuals

On the organic law of Georgia on agricultural land

On the changes about penalties and rules of enforcement of the clinics involved in the universal healthcare program

On Defining Loss Norm of the Crude Oil Storage

On administering the utility payments

On money deposits towards the supply of electricity

The Priorities of the Office of the Business Ombudsman, 2019

Strengthening the Function of the
“Court Friend” (Amicus Curiae)

Rising the effectiveness of the judicial disputes
by the support of strengthening mediation and
arbitration platforms in Georgia

Promoting business interests in state regulation
during privatization of agricultural land

Supporting the implementation of the Regulatory
Impact Assessment (RIA) system

Strengthening the analytical direction

Focusing on small business issues

Empowering the Business Ombudsman’s
involvement in the discussion platforms - Parliament,
sector ministries, local municipalities

Assessing the legislative initiatives, monitoring
the existing ones and identifying the faults

Communicating with the Business Support
International Communities and engaging
in their activities

Increasing the awareness of Business Integrity

Promoting the transparency in cooperation
between public and private sector

Contact Details:

Address: _____ 7 Ingorokva str., Tbilisi 0114
9 Gamsakhurdia str., Batumi 6010
Hotline: _____ + 995 32 2 282828
E-mail: _____ ask@businessombudsman.ge
Web: _____ www.businessombudsman.ge
Portal: _____ portal.businessombudsman.ge

