

Compiler of the book
“Report on the state of development of Small and Medium
Entrepreneurship in Kazakhstan and its regions”
“Damu “Entrepreneurship Development Fund” JSC



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TABLE OF CONTENT

Letter from the Chairman of the Board of Directors of Damu Entrepreneurship Development Fund JSC.....	2
Welcome speech from the Chairman of the Management Board of Damu Entrepreneurship Development Fund JSC.....	4
1. Monitoring of the state and dynamics of SME development in the Republic of Kazakhstan.....	6
2. Comparison of SME development indicators in the regions of Kazakhstan.....	8
3. Analysis of SME development in the regions of the Republic of Kazakhstan.....	13
4. Results of implementation of the programs of “Damu “Entrepreneurship Development Fund” JSC on entrepreneurship support.....	46
5. New tools to support small and medium-sized enterprises.....	51

LETTER FROM THE CHAIRMAN OF THE BOARD OF DIRECTORS OF DAMU ENTREPRENEURSHIP DEVELOPMENT FUND JSC



“ THE ACHIEVEMENTS OF 2017 HAVE DEMONSTRATED THAT THE FUND HAS THE NECESSARY RESOURCES AND TOOLS FOR THE EFFICIENT ACCOMPLISHMENT OF TASKS ASSIGNED



Ladies and gentlemen!

The strategic course of the Head of State is aimed at the comprehensive development of Kazakhstan through economic diversification, digitalization, modernization of existing facilities and boosting of export capacity. In this context, promoting entrepreneurship becomes one of the major tasks.

Every year, business dealing conditions in the country become more favorable. Over the

past four years, packages of amendments to the legislation have been adopted in order to drastically improve the business environment and regulatory system.

On May 24, 2018, the President of the Republic of Kazakhstan N. Nazarbayev signed the law amending the legislation in terms of improving business regulation. This document has cut back the government's control functions by 30 per cent and introduced a number of measures ensuring a business-friendly

environment. All these actions are aimed at achieving the goal set by the Head of State: to increase the share of small and medium-sized businesses to 50 per cent by the year of 2050.

The ongoing reforms aimed at improving business climate have received positive feedback from international experts. For example, in 2017 Kazakhstan climbed to No. 36 in the World Bank's Doing Business rating among 190 countries.

By the same token, the Government and development institutions annually increase the amount of support provided to Kazakhstani enterprises.

In 2017, the DAMU Entrepreneurship Development Fund (hereinafter referred to as the Fund), being the main driver of support for small and medium-sized businesses, provided a total of KZT 549 billion to as many as 11,936 projects as part of its financial frameworks.

Launched in 2017 and spearheaded by the Head of State, the Enbek Program to Support Productive Employment and Mass Entrepreneurship will be in effect until 2021 and provides unprecedented incentives to entrepreneurial individuals and teams, including the support through subsidized microcredits. The Fund is one of the main actors in the implementation of the microcredit program.

The Fund has raised a total of USD 3 million in grants within the framework of the joint initiative between the United Nations Development Program, the Global Environment Fund and the Government of the Republic of Kazakhstan to support green and energy efficient projects.

In addition, the Fund continues to work actively with international financial institutions in order to expand support to local businesses. To provide funding to small and medium-sized enterprises, including female entrepreneurs, the European Bank for Reconstruction and Development and the Asian Development Bank provided a total of KZT 52 billion and KZT 179.2 billion respectively during the entire period, of which sums the Fund received KZT 72 billion to allocate starting from late 2017. Under the program, funding was provided to 14,985



11 936 PROJECTS

local entrepreneurs, the total amount of loans was KZT 304 billion, whereby the supported businesses created 8,568 new jobs.

Last year, the Fund, together with the relevant ministries, amended the Unified Business Support and Development Program "Business Road Map 2020". These changes will make it possible to improve the conditions of the program for entrepreneurs and to increase the effectiveness of state support measures. Along with this, efforts to optimize the mechanisms for issuing preferential loans through banks and providing the Fund's services through online services will be continued.

The achievements of 2017 have demonstrated that the Fund has the necessary resources and tools for the efficient accomplishment of tasks assigned. The Fund will continue its activity focusing on maximizing the effect from incentives to small and medium-sized businesses and improving the quality of its services.

**Mr. Yerbolat Dossayev,
Chairman of the Board of Directors,
Deputy Prime Minister
of the Republic of Kazakhstan**

WELCOME SPEECH FROM THE CHAIRMAN OF THE MANAGEMENT BOARD OF DAMU ENTREPRENEURSHIP DEVELOPMENT FUND JSC



“ THE ACTIVITY
OF THE DAMU FUND ON
THE STUDY AND ANALYSIS
OF SMES STATISTICS HAS
PROVIDED A NEW AVENUE
FOR COOPERATION WITH
OUTSIDE ORGANIZATIONS



Ladies and gentlemen!

Let me introduce the tenth anniversary issue of the “Report on the status of small and medium-sized businesses in Kazakhstan and its regions”. Starting from 2009, the Damu Fund on an annual basis publishes this book, which has become a unique compilation, including a comprehensive nationwide analysis of the current status and dynamics of socio-economic indicators of SMEs along the geographical and sector-specific lines, an overview of

the SME sector status in each region of Kazakhstan, as well as government’s business support initiatives.

When launching this project, we proceeded from the experience of countries with the highest level of development of SMEs, such as the USA, European Union countries, etc. The organizations supporting SMEs in these countries pay particular attention to the transparency and inform the public on the current state of progress and challenges facing SMEs.

Today, the “Report on the status of small and medium-sized businesses in Kazakhstan and its regions” is distributed among government agencies, public organizations, universities, colleges and financial institutions. The report attracts the keen interest of international organizations and our foreign partners in support of SMEs.

In general, the activity of the Damu Fund on the study and analysis of SMEs statistics has provided a new avenue for cooperation with outside organizations. In particular, the Fund provided support for the Asian Development Bank in preparing their report on SME financing in Asia. Since 2017, the Fund’s employees have been acting as country experts for the Organization for Economic Cooperation and Development on the preparation of an annual report on the financing of SMEs and entrepreneurs. We plan to further develop this activity through the preparation of analytical papers in the framework of the Fund and in outside mass-media.

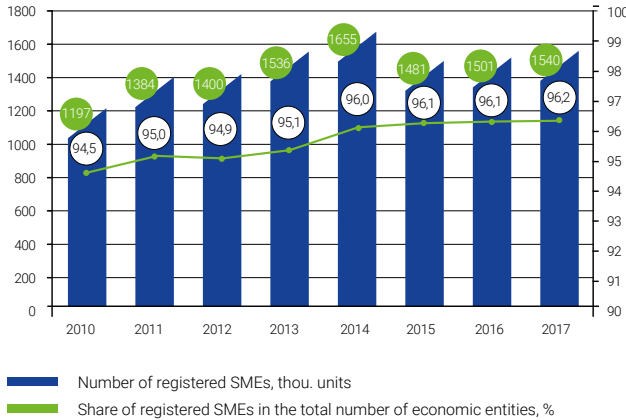
I hope that you will find the results of the “Report on the status of small and medium-sized businesses in Kazakhstan and its regions” useful and practical.

Let me wish you success and further prosperity.

**Mr. Abay Sarkulov,
Chairman of the Management Board,
DAMU Entrepreneurship
Development Fund JSC**

1 MONITORING OF THE STATE AND DYNAMICS OF SME DEVELOPMENT IN THE REPUBLIC OF KAZAKHSTAN

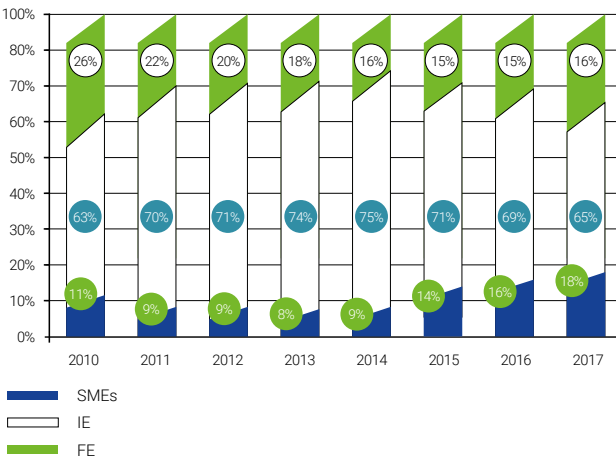
Changes in the number of registered SMEs and their share of the total number of economic entities



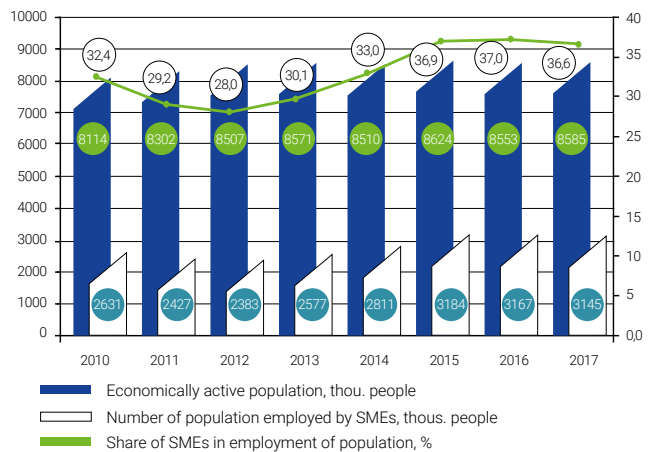
Changes in the number of operating SMEs and their share of the total number of registered entities



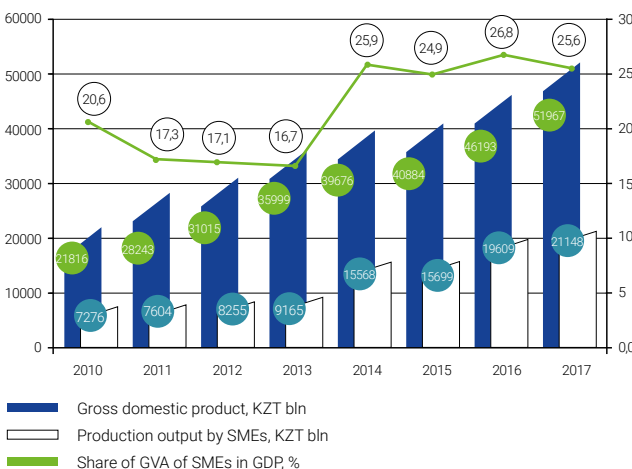
Structure of SMEs broken down by types of incorporation



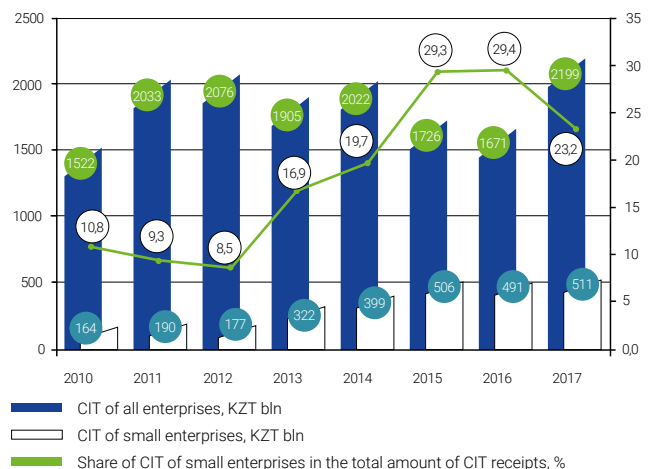
Share of population employed by SMEs of the total number of employed in the country



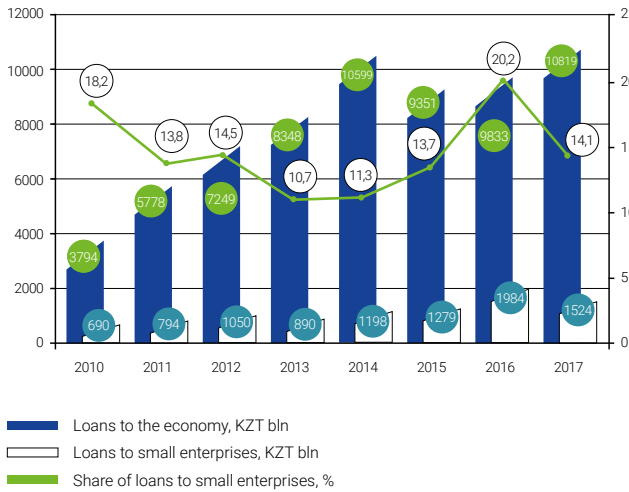
Contribution of SMEs to the GDP



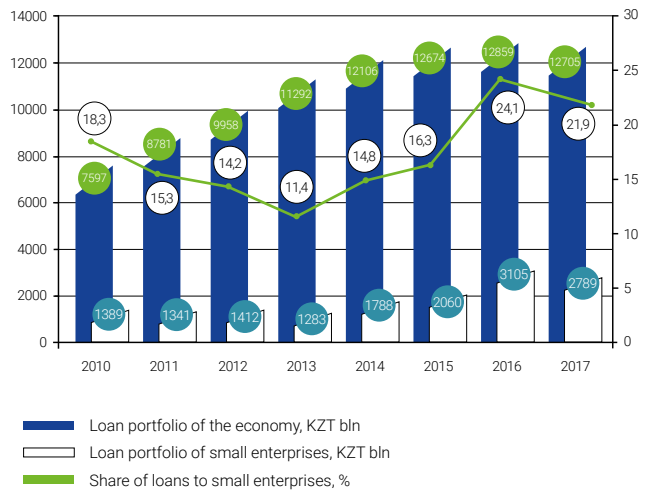
Share of CIT by small enterprises of the total amount of CIT receipts



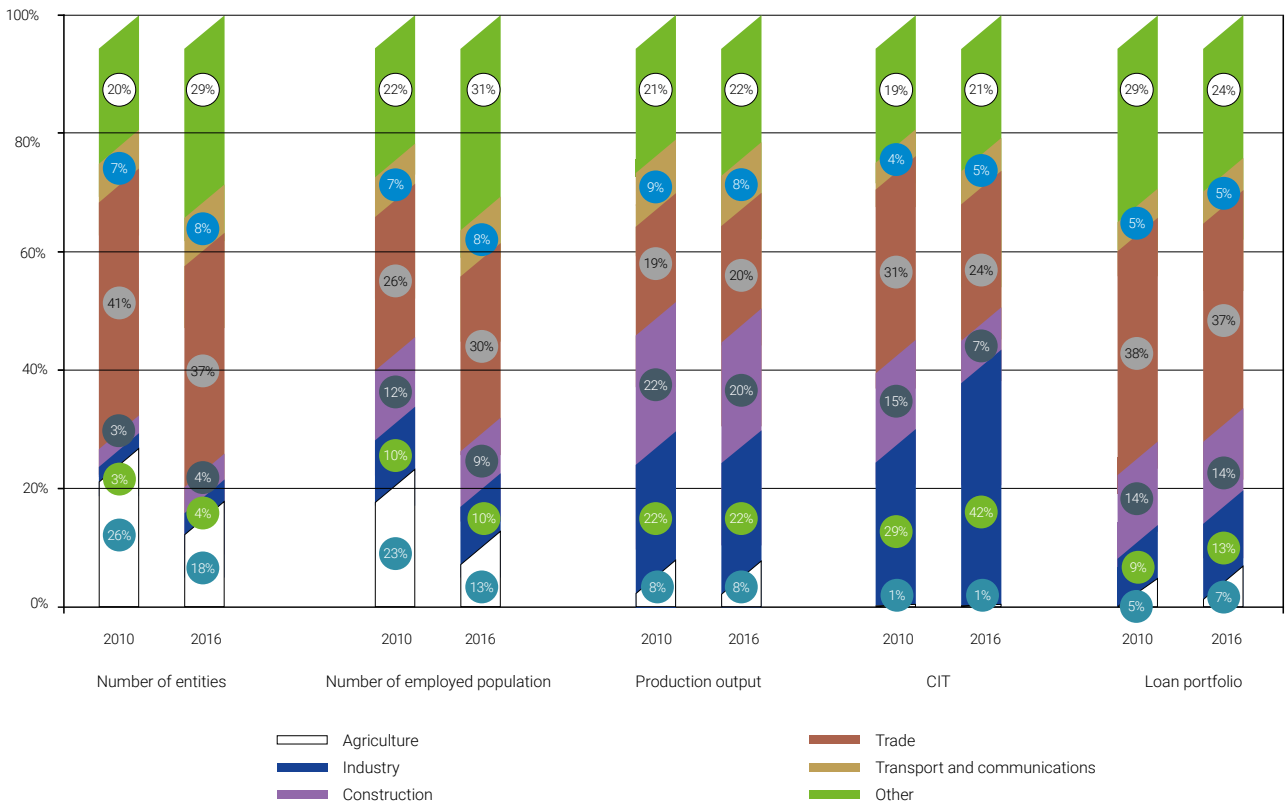
Lending dynamics to small enterprises by STBs (over a period)



Dynamics of loan portfolio of STBs (with accruals)



Industrial structure of macroeconomic indicators of SMEs

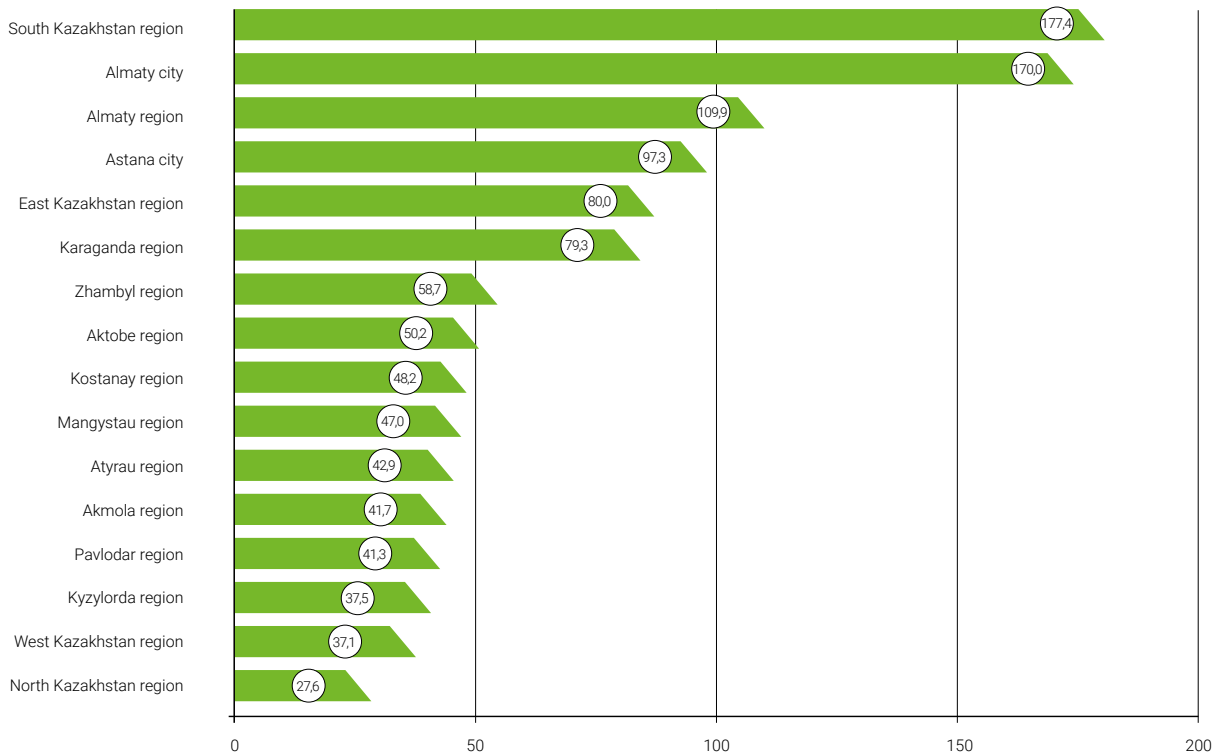


Note: Data compiled from Committee on Statistics of Ministry of National Economy of the Republic of Kazakhstan (www.stat.gov.kz), National Bank of the Republic of Kazakhstan (www.nationalbank.kz).

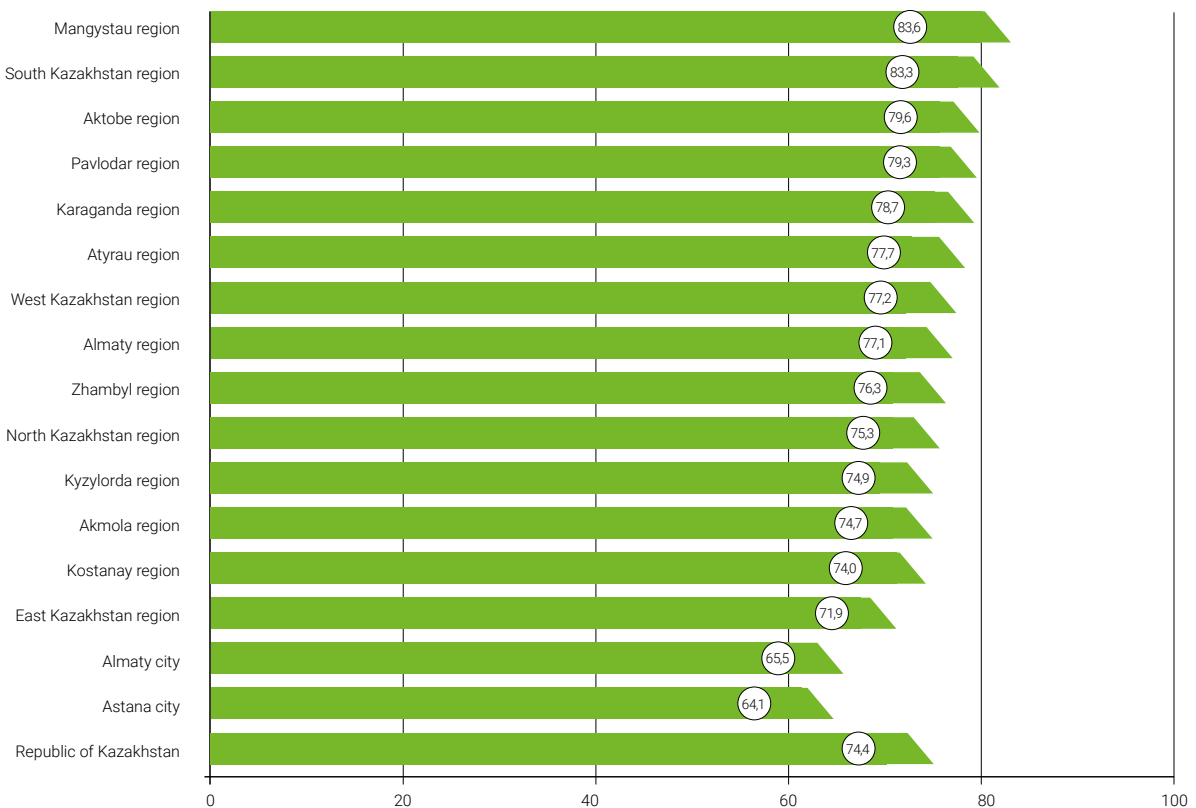
* The data for 2016 are based on operational information and assessments by "Damu" Fund

2 COMPARISON OF SME DEVELOPMENT INDICATORS IN THE REGIONS OF KAZAKHSTAN

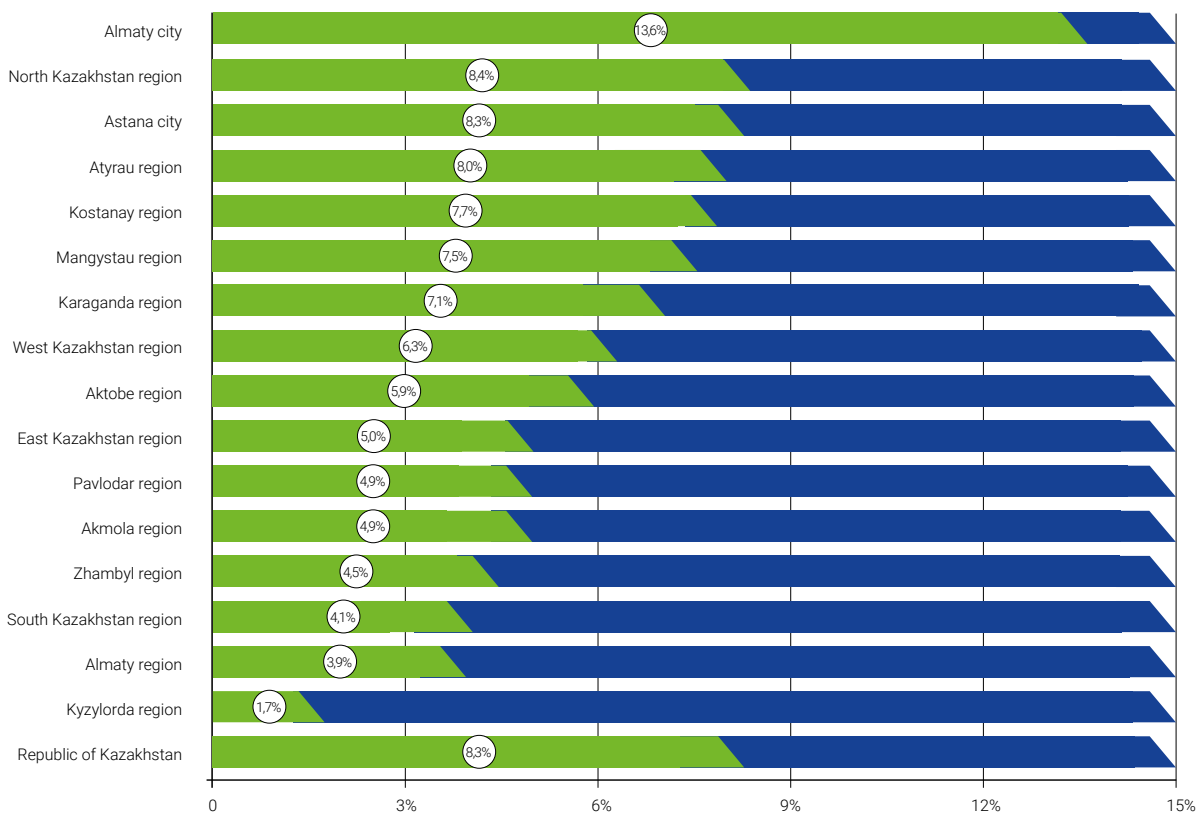
Number of active SMEs as on 01.01.2018, thou. units.



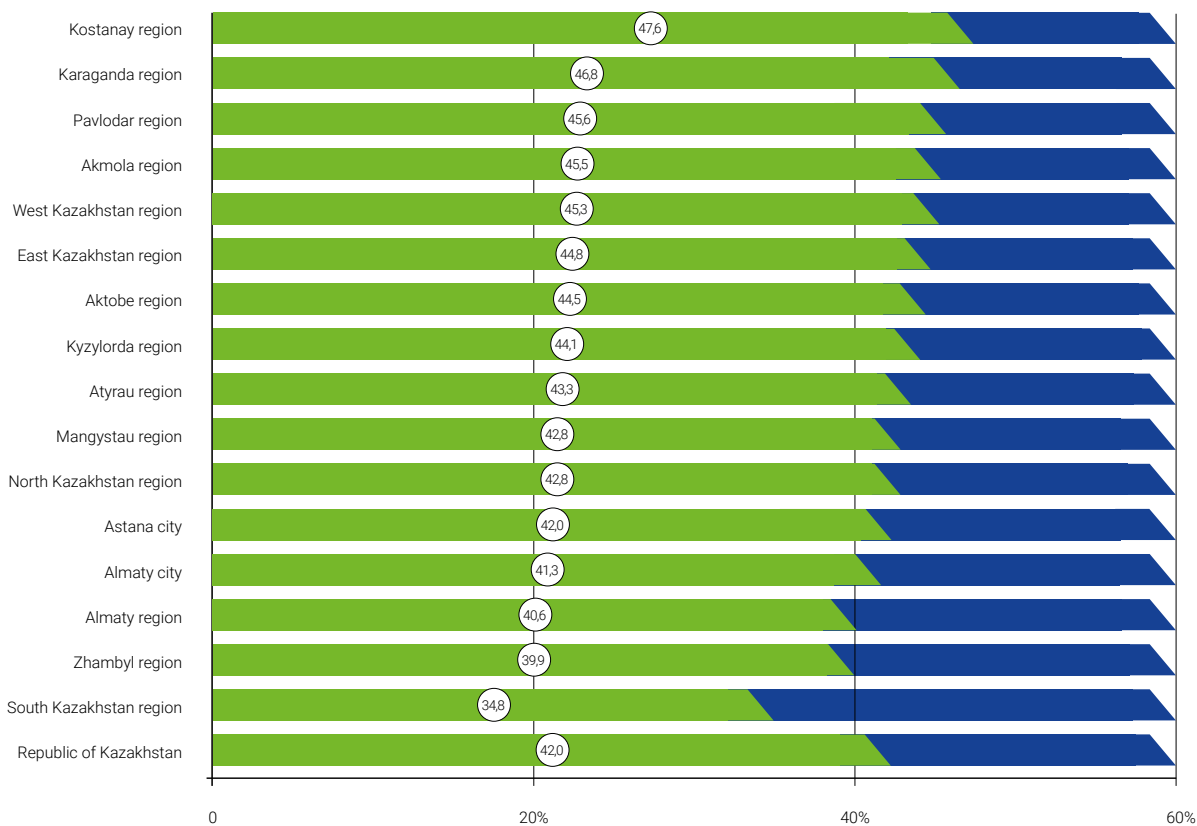
Percentage of operating SMEs in the total number of registered SMEs as on 01.01.2018, %



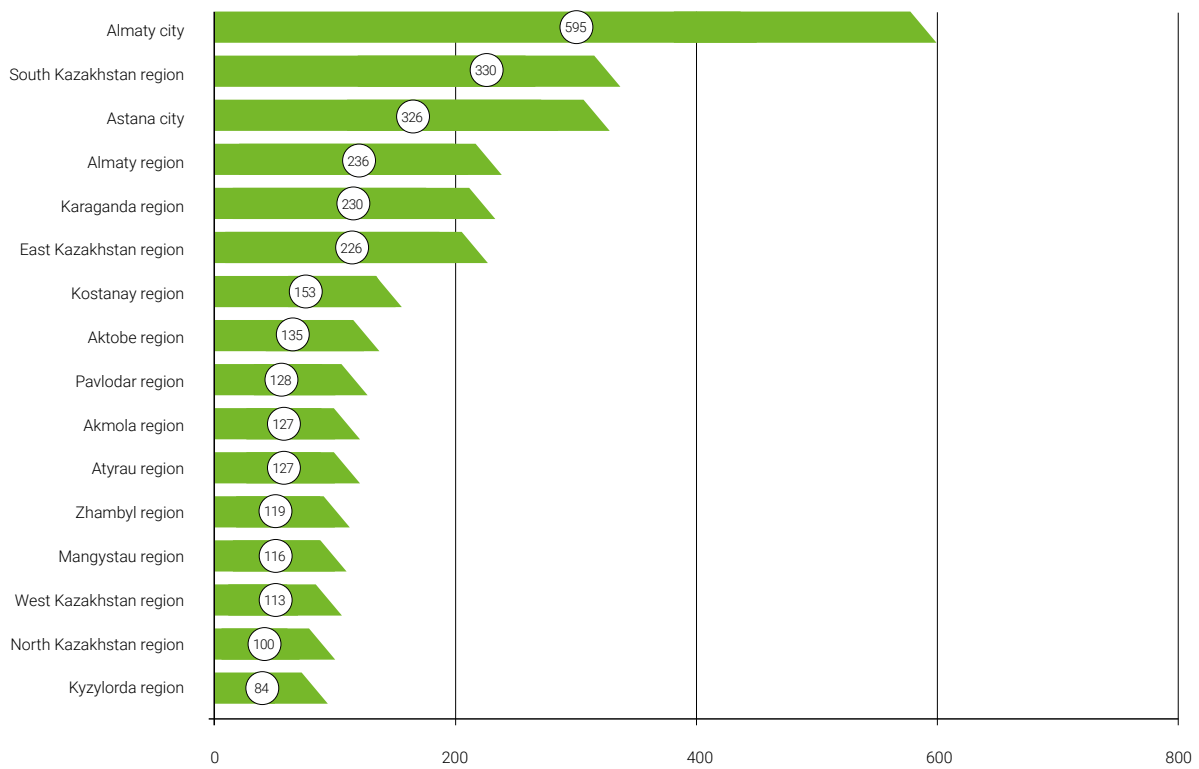
Percentage of SMEs with foreign ownership (based on data on legal entities)



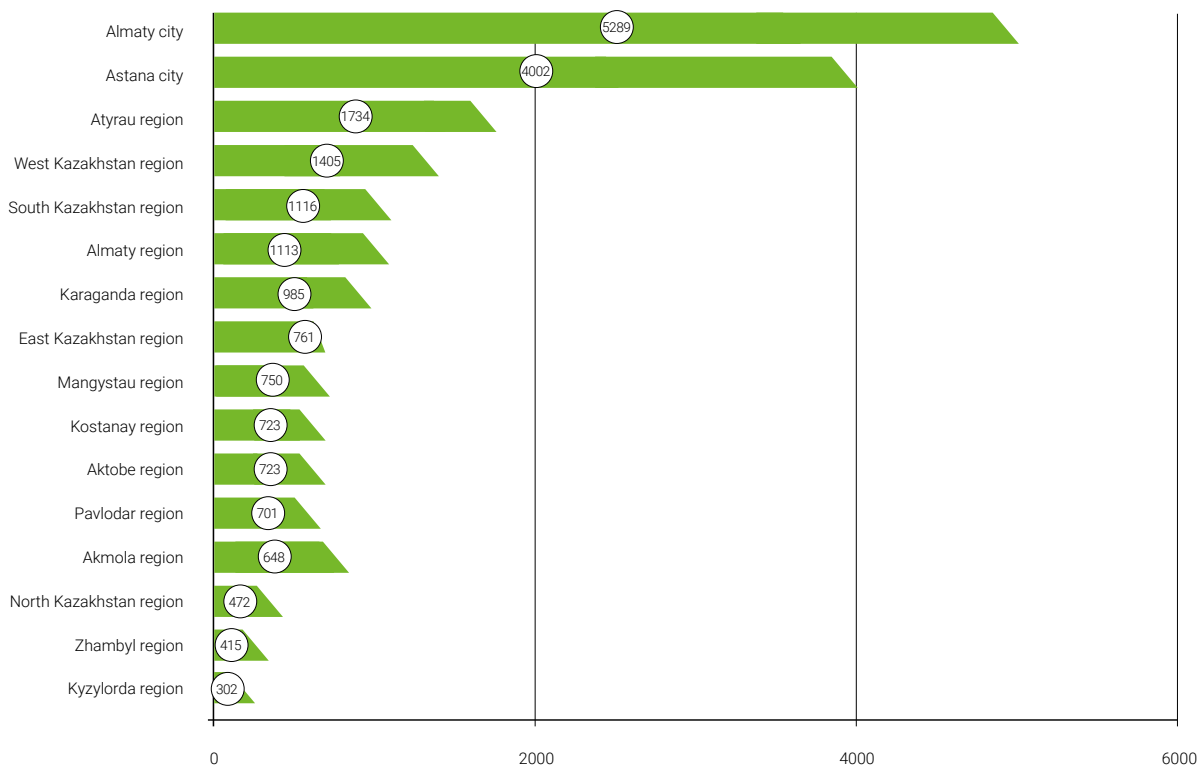
Percentage of SMEs run by women, by region, %



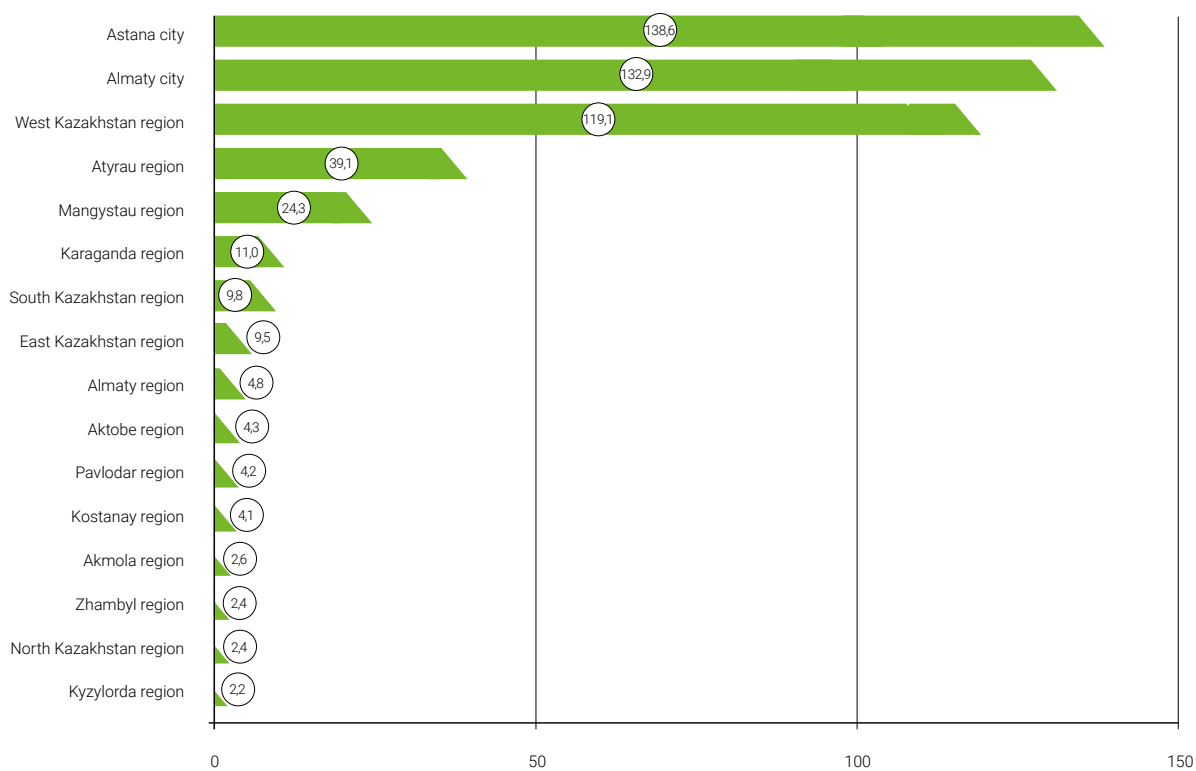
Number of people employed by SMEs broken down by regions as on 01.01.2018, thou. people



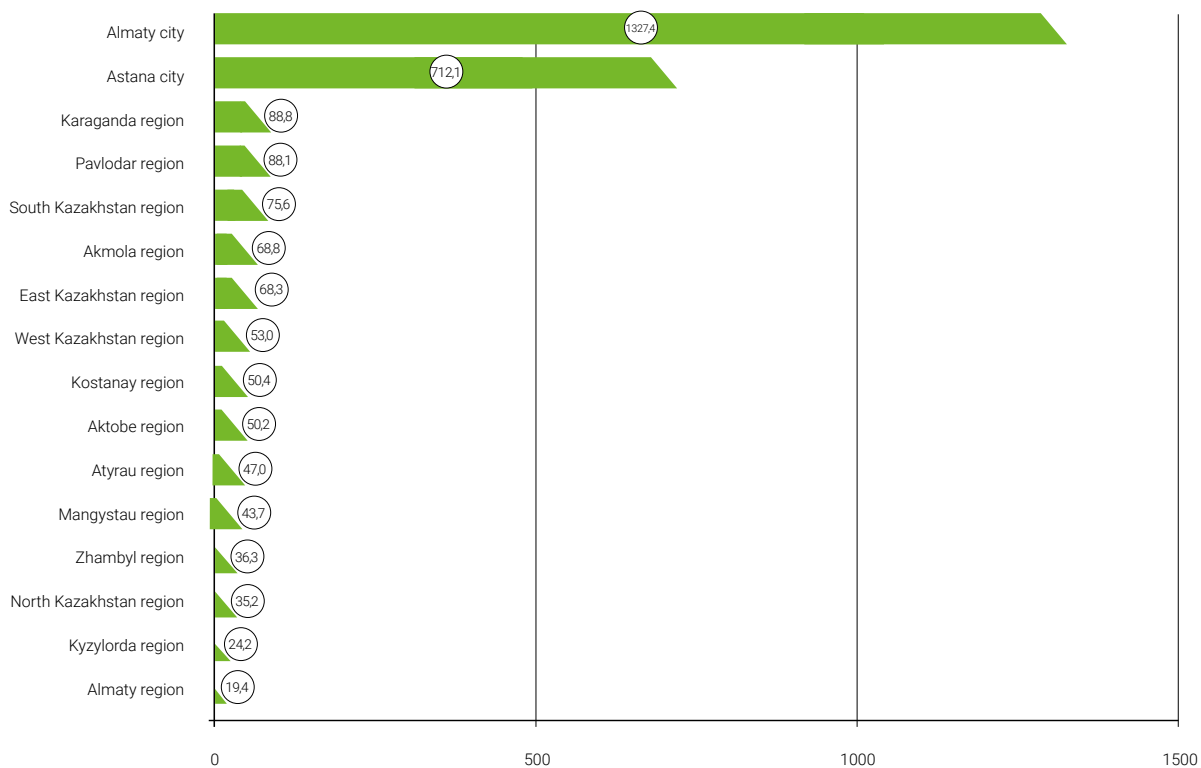
Production output by SMEs in 2017 broken down by regions, KZT bln.



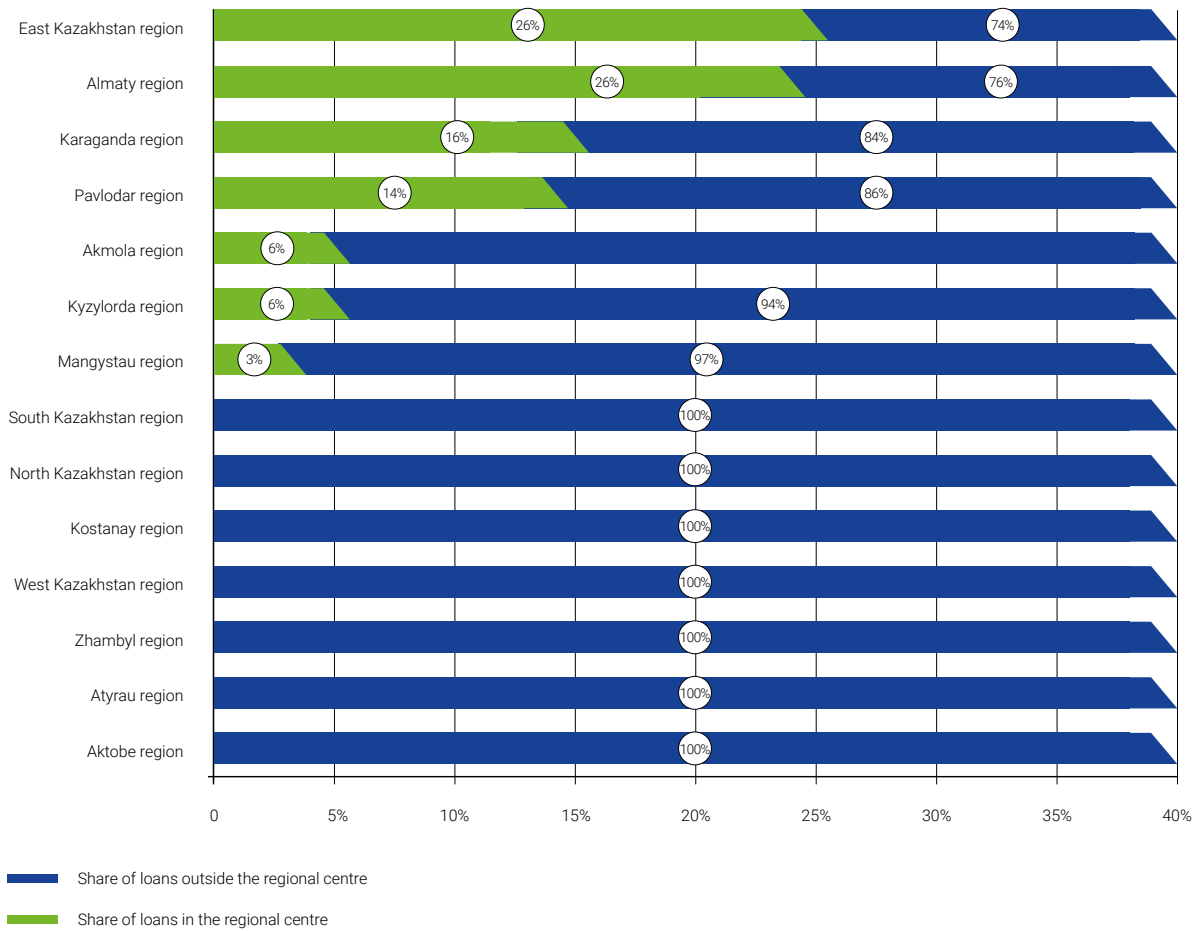
The CIT amount of small enterprises in 2017 broken down by regions, KZT bln.



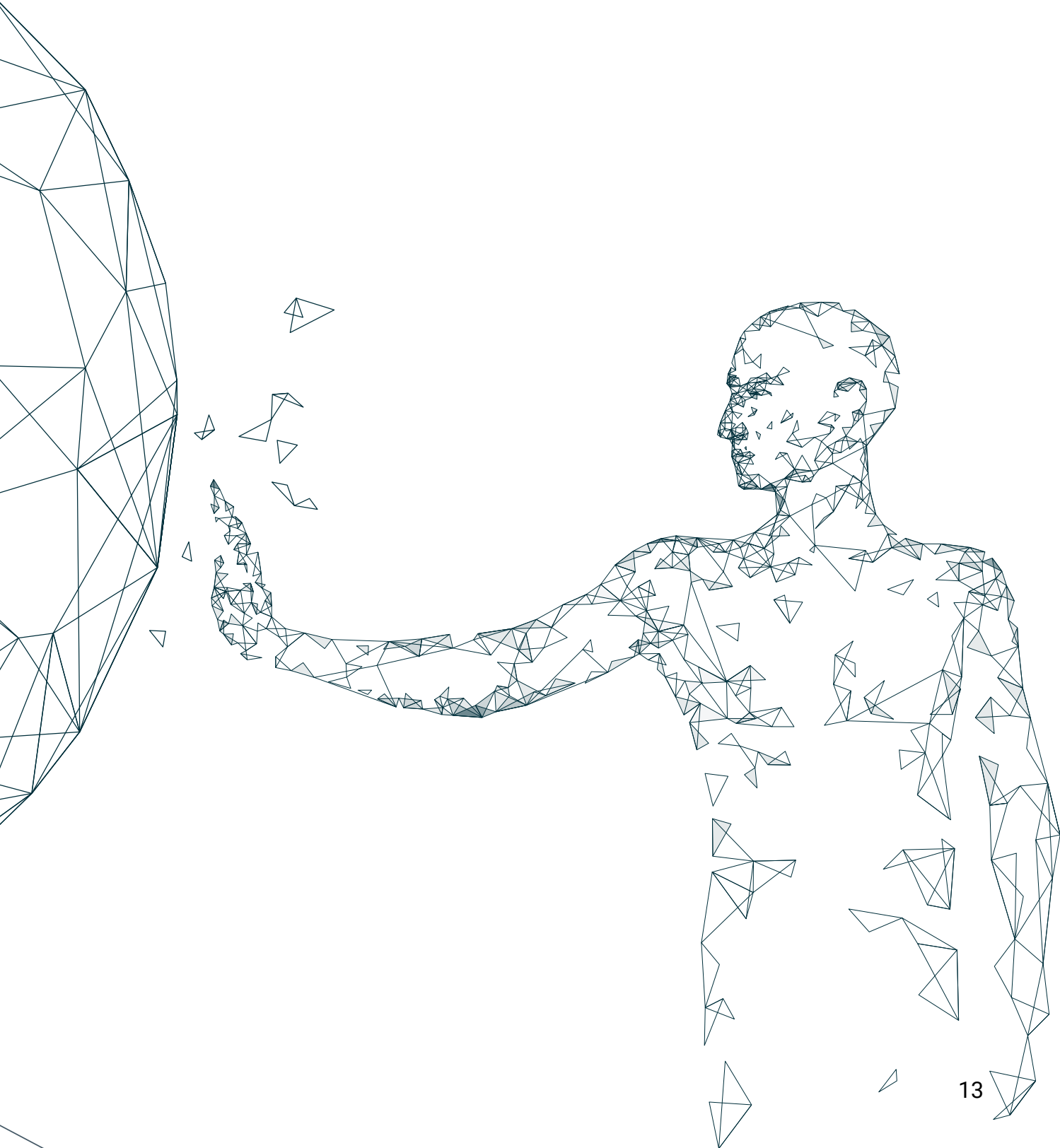
Loan portfolio of STBs' loans to small enterprises, by regions as on 01.01.2018



Bank loans to small enterprises in regional centres and other cities and districts



3 ANALYSIS OF SME DEVELOPMENT IN THE REGIONS OF THE REPUBLIC OF KAZAKHSTAN

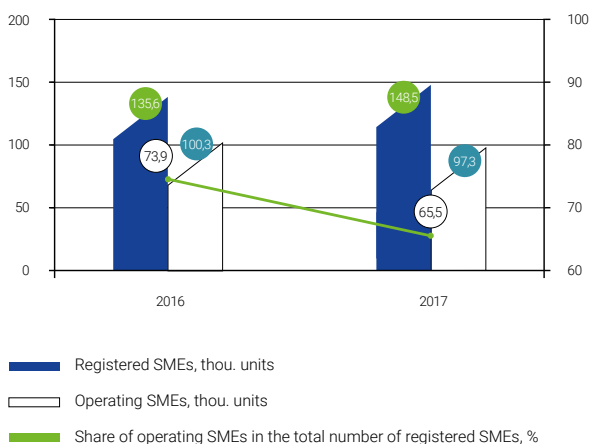


SMALL AND MEDIUM-SIZED ENTERPRISES IN THE CITY OF ASTANA

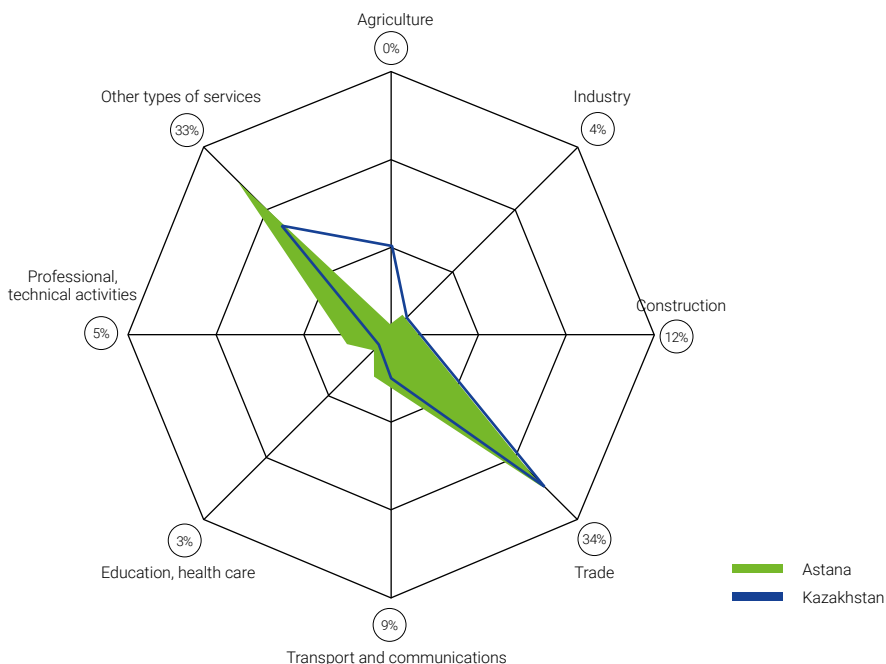


*2016

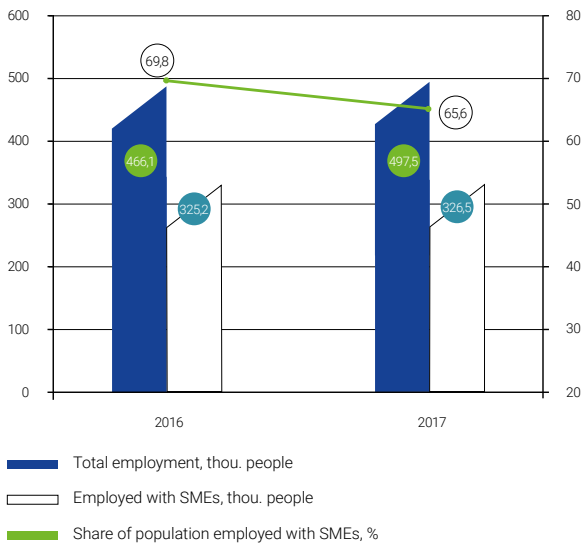
Share of operating SMEs in Astana in the total number of SMEs registered



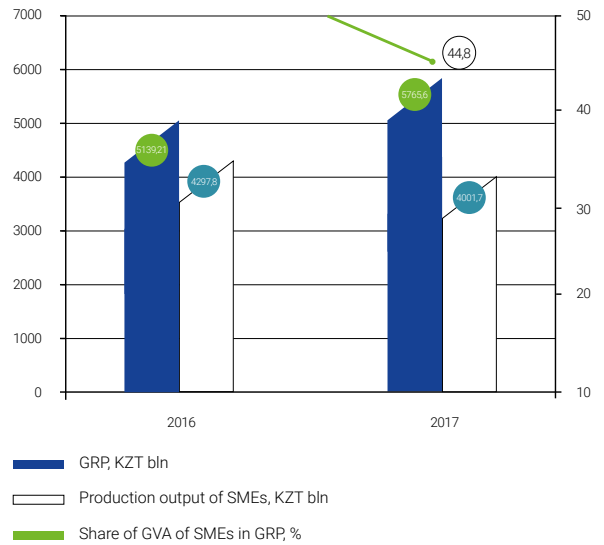
Structure of registered SMEs by type of economic activity



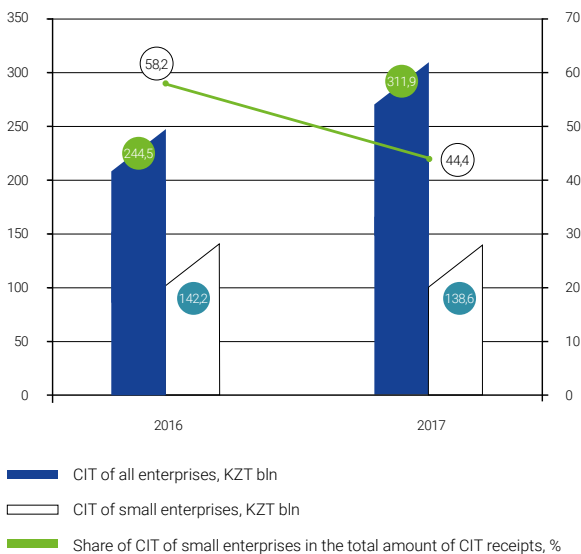
Share of the population employed by SMEs of Astana in the total number of population employed, %



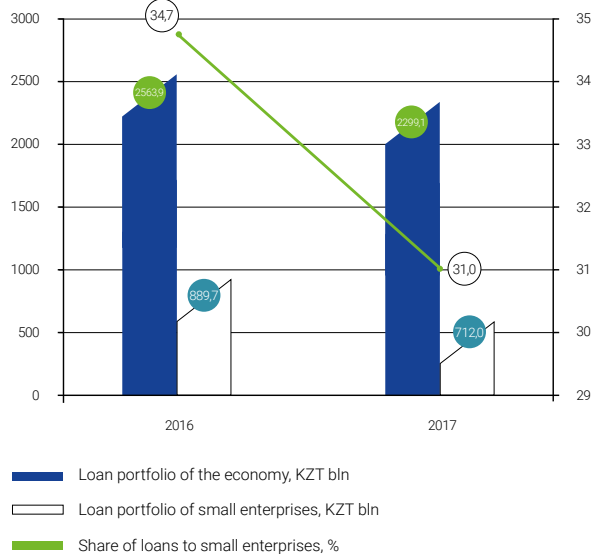
Dynamics of production output by SMEs and GRP in Astana



Dynamics of CIT paid by small enterprises of Astana



STBs' loan portfolio for business and loans of small enterprises of Astana

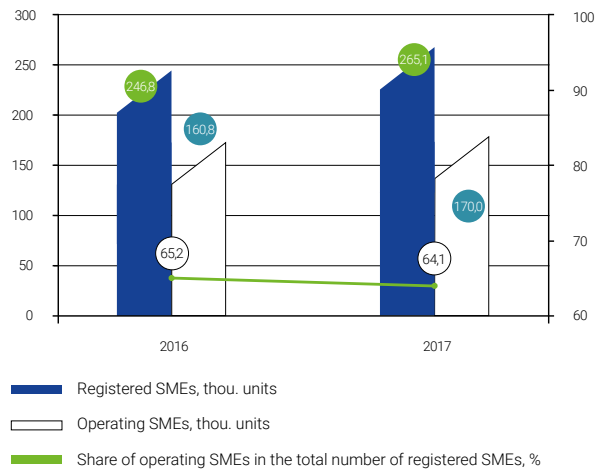


SMALL AND MEDIUM-SIZED ENTERPRISES IN THE CITY OF ALMATY

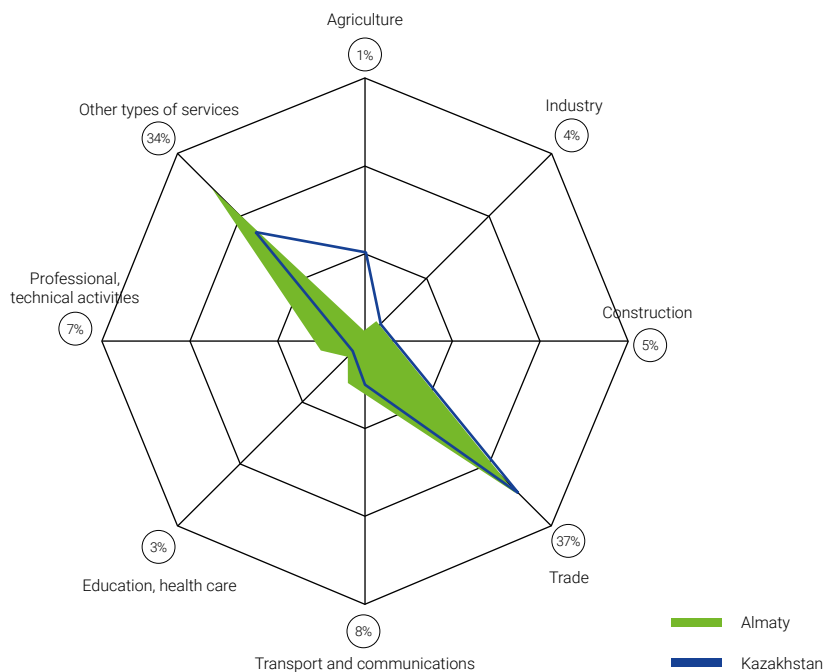
GRP*
11341
bln KZT
21,8%
of GDP of
the RK

*2016

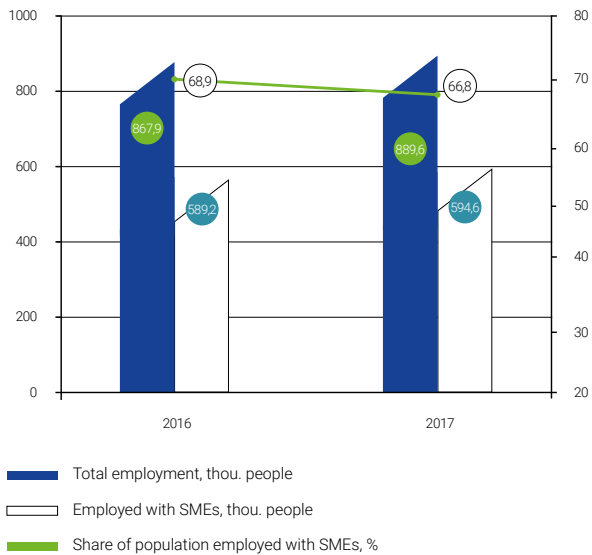
Share of operating SMEs in Almaty in the total number of SMEs registered, %



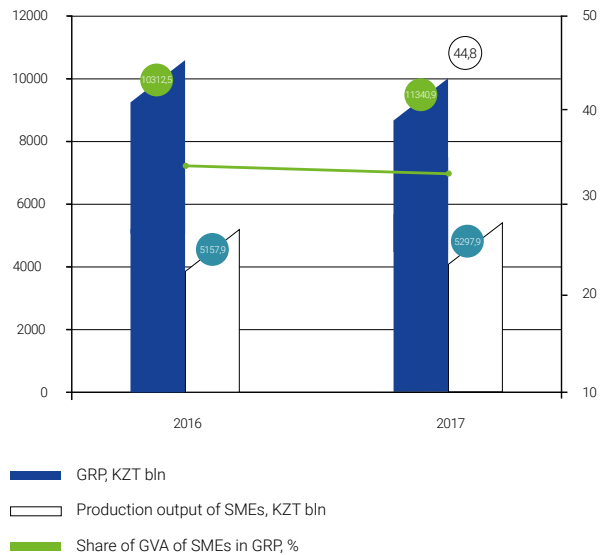
Structure of registered SMEs by type of economic activity



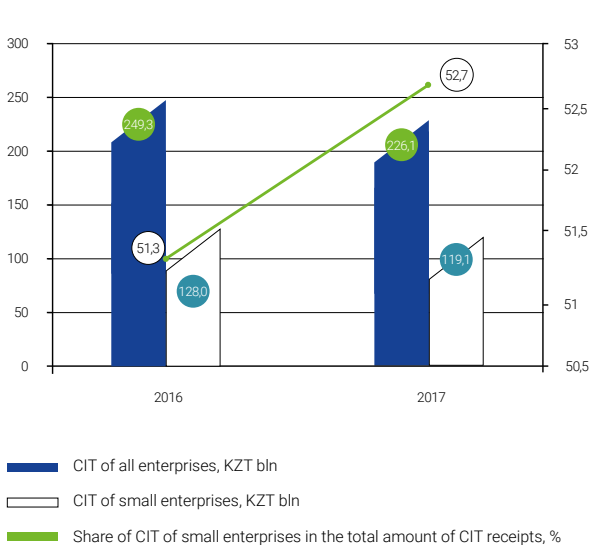
Share of the population employed by SMEs in Almaty in the total number of population employed, %



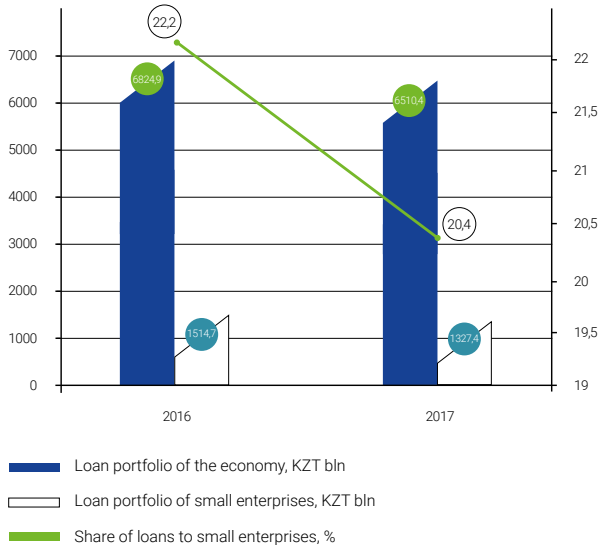
Dynamics of production output by SMEs and GRP in Almaty



Dynamics of CIT paid by small enterprises of Almaty



STBs' loan portfolio for business and loans of small enterprises of Almaty

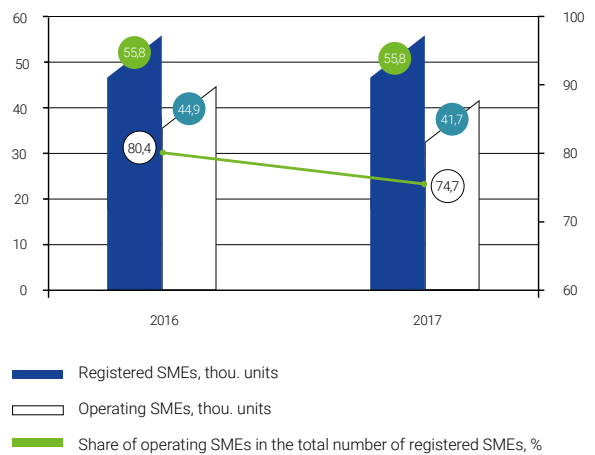


SMALL AND MEDIUM-SIZED ENTERPRISES IN AKMOLA REGION

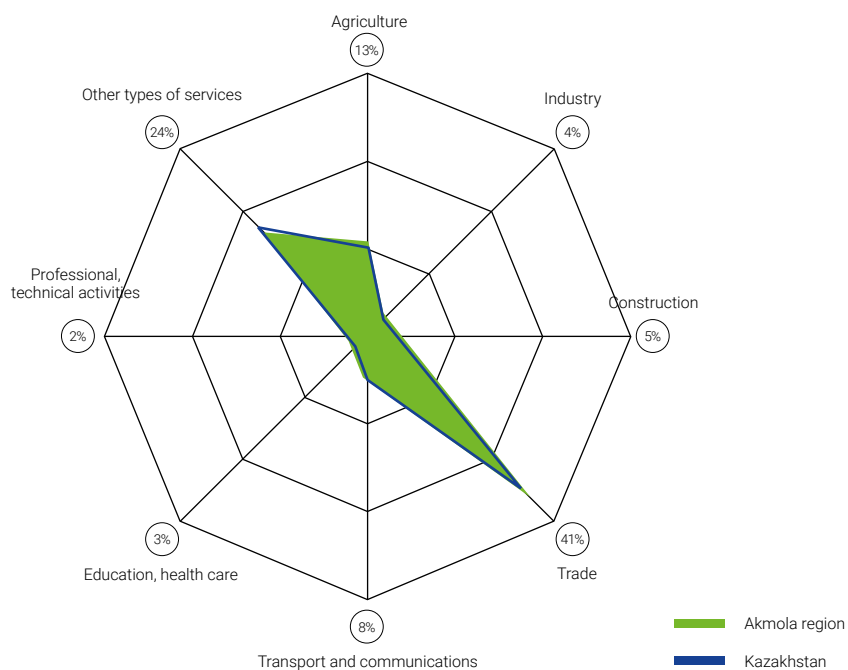
GRP*
1407
bln KZT
2,7%
of GDP of
the RK

*2016

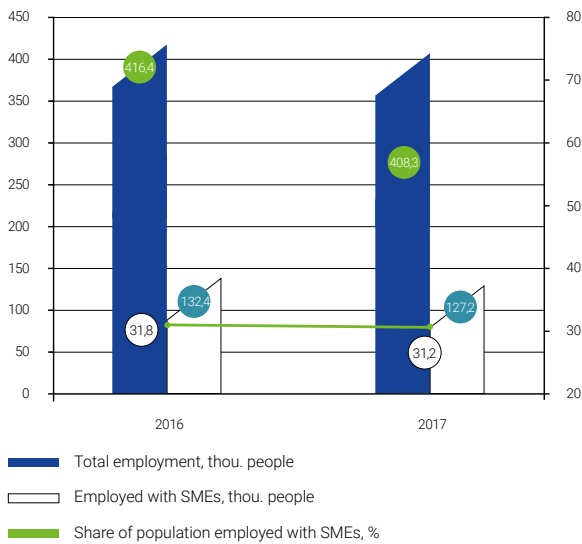
Share of operating SMEs in Akmola region in the total number of SMEs registered, %



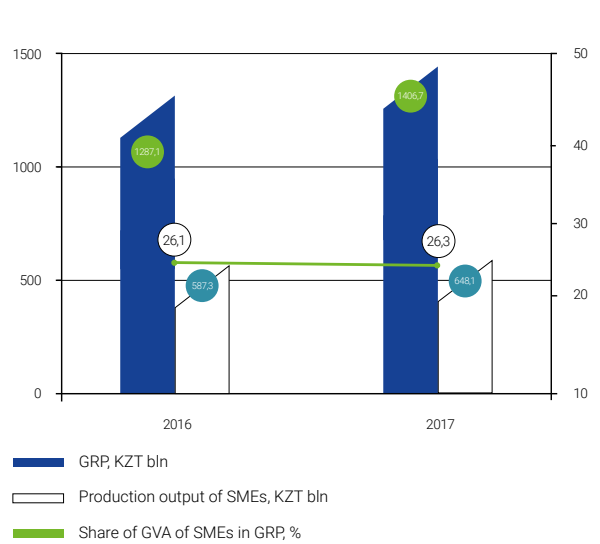
Structure of registered SMEs by type of economic activity



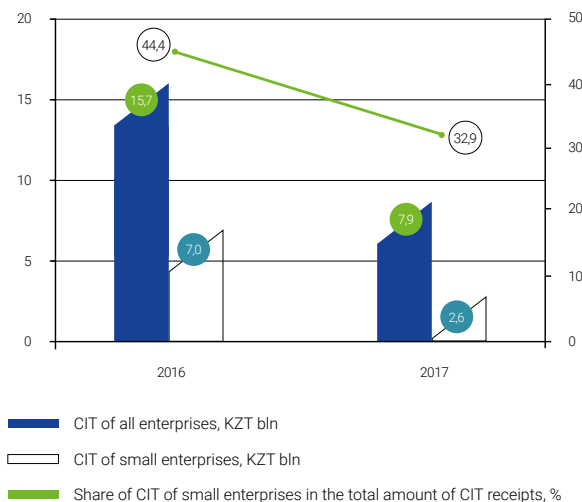
Share of the population employed by SME;s of Akmola region in the total number of population employed, %



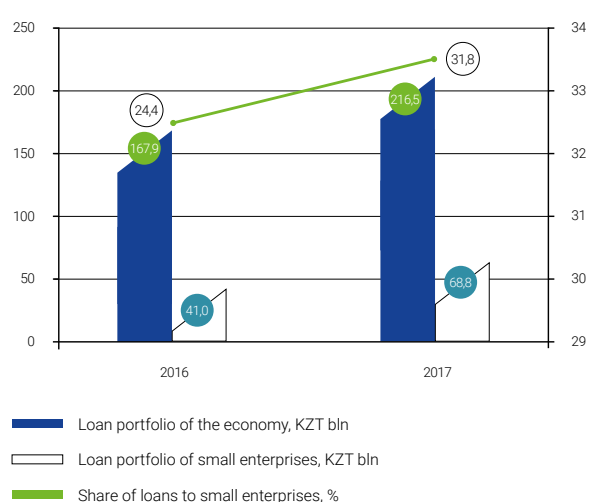
Dynamics of production output by SME and GRP in Akmola region



Dynamics of CIT paid by small enterprises in Akmola region



STBs' loan portfolio for business and loans of small enterprises in Akmola region

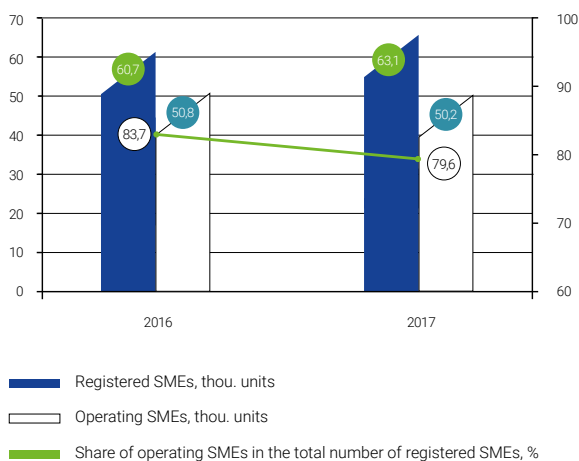


SMALL AND MEDIUM-SIZED ENTERPRISES IN AKTOBE REGION

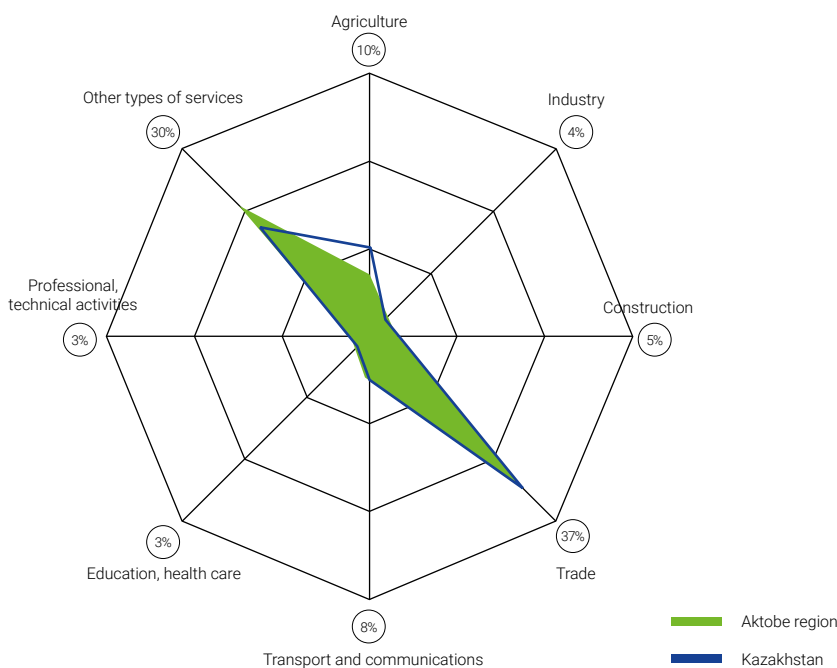


***2016**

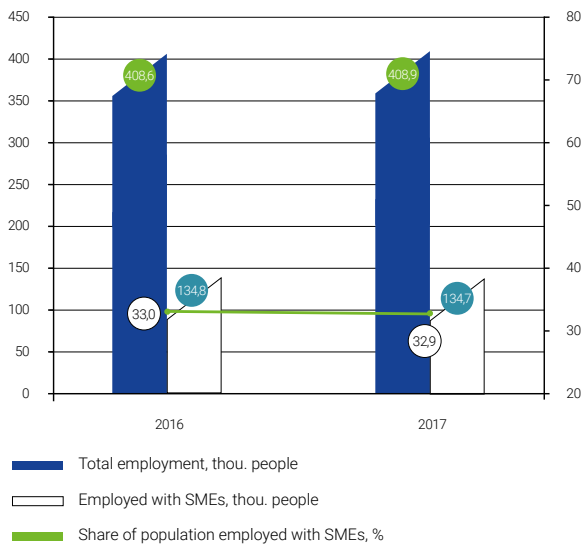
Share of operating SMEs in Aktobe region in the total number of SMEs registered, %



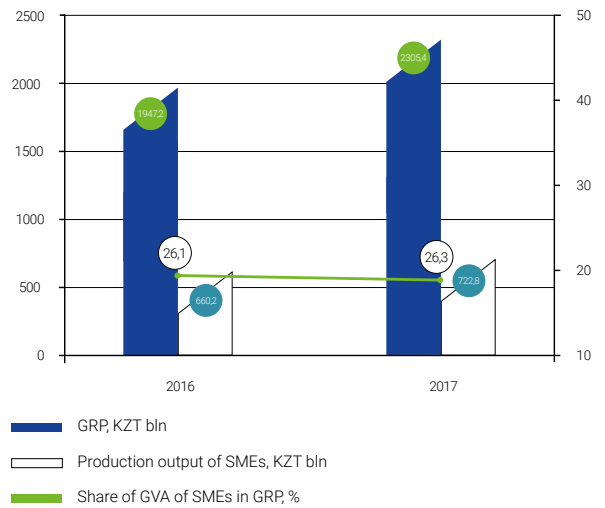
Structure of registered SMEs by type of economic activity



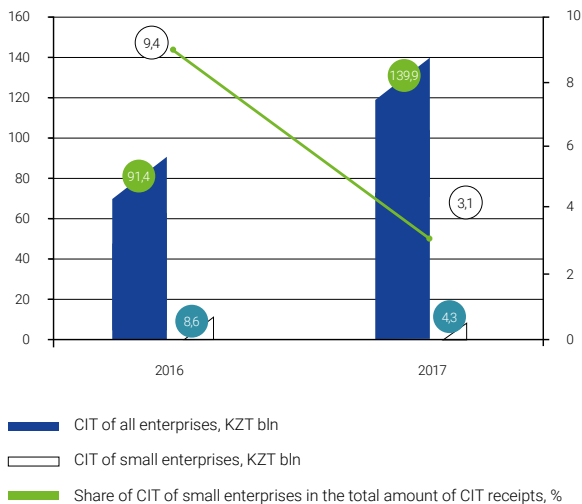
Share of the population employed by SME;s of Aktobe region in the total number of population employed, %



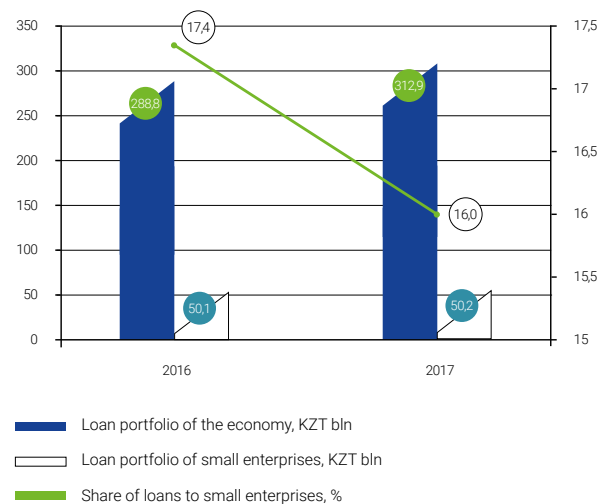
Dynamics of production output by SME and GRP in Aktobe region



Dynamics of CIT paid by small enterprises in Aktobe region



STBs' loan portfolio for business and loans of small enterprises in Aktobe region

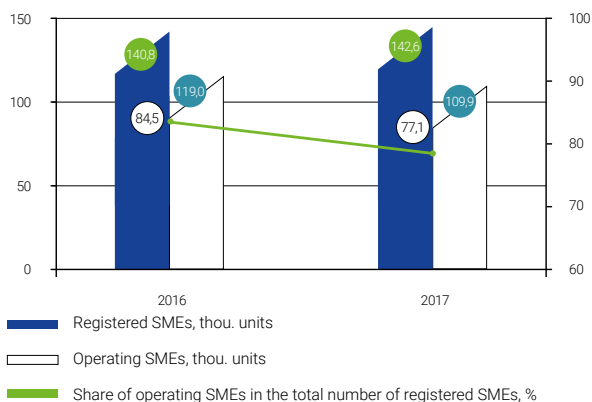


SMALL AND MEDIUM-SIZED ENTERPRISES IN ALMATY REGION

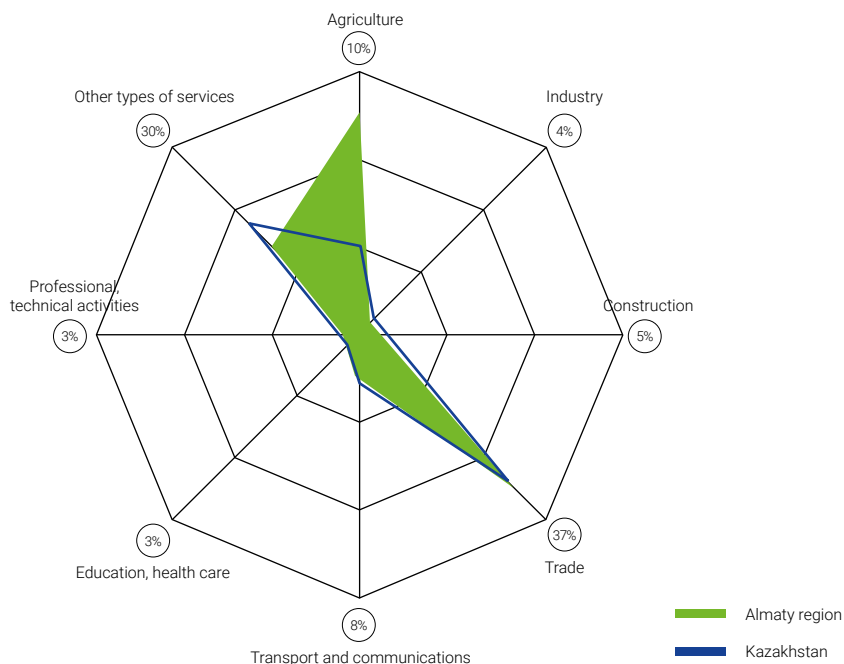
GRP*
2 500
bln KZT
4,8%
of GDP of
the RK

*2016

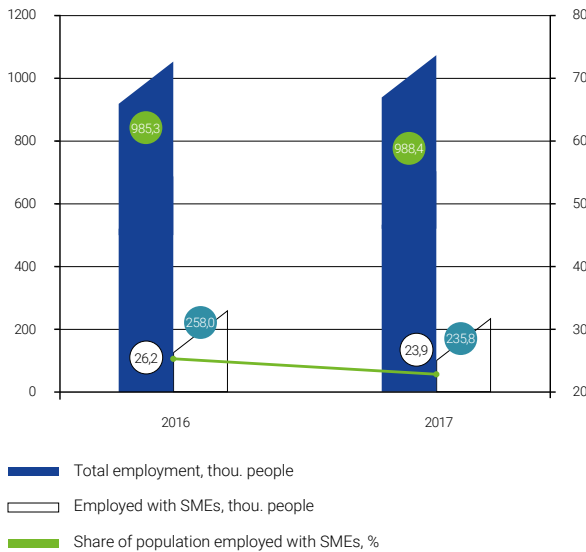
Share of operating SMEs in Almaty region in the total number of SMEs registered, %



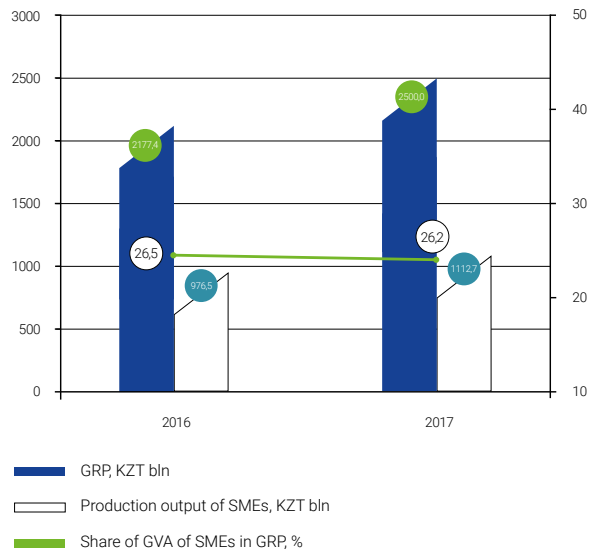
Structure of registered SMEs by type of economic activity



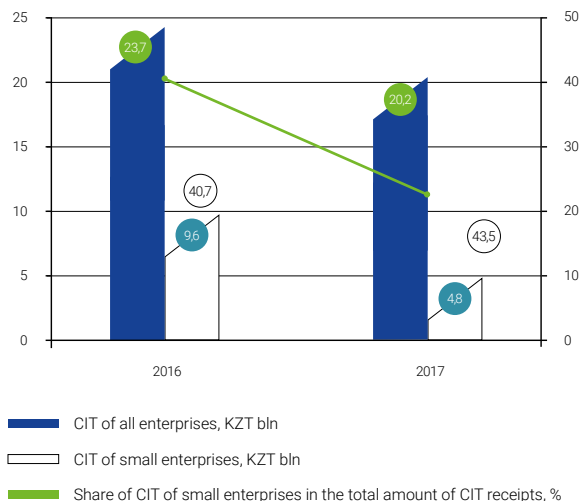
Share of population employed by SME of Almaty region in the total number of population employed, %



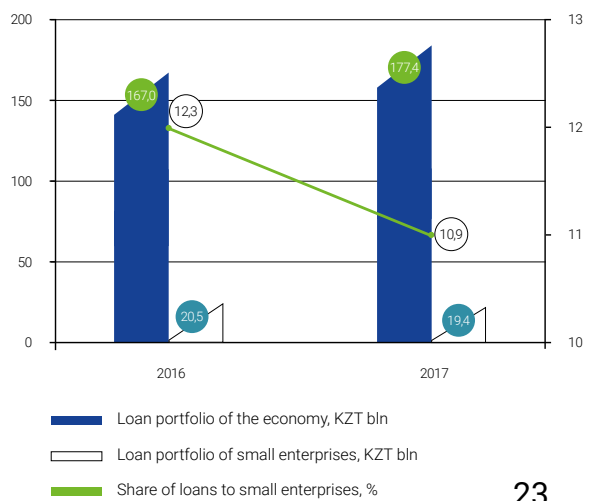
Dynamics of production output by SMEs and GRP in Almaty region



Dynamics of CIT paid by small enterprises in Almaty region



STBs' loan portfolio for business and loans of small enterprises in Almaty region

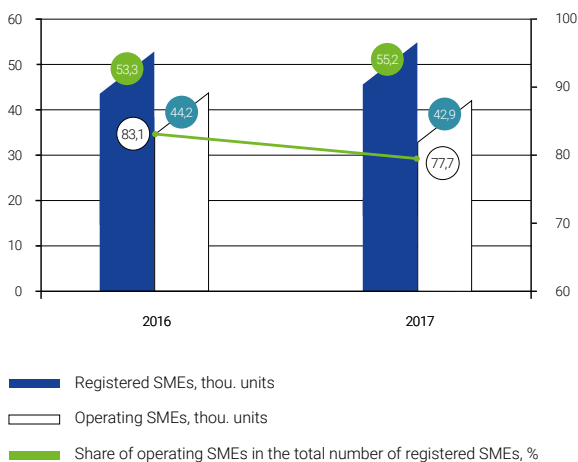


SMALL AND MEDIUM-SIZED ENTERPRISES IN ATYRAU REGION

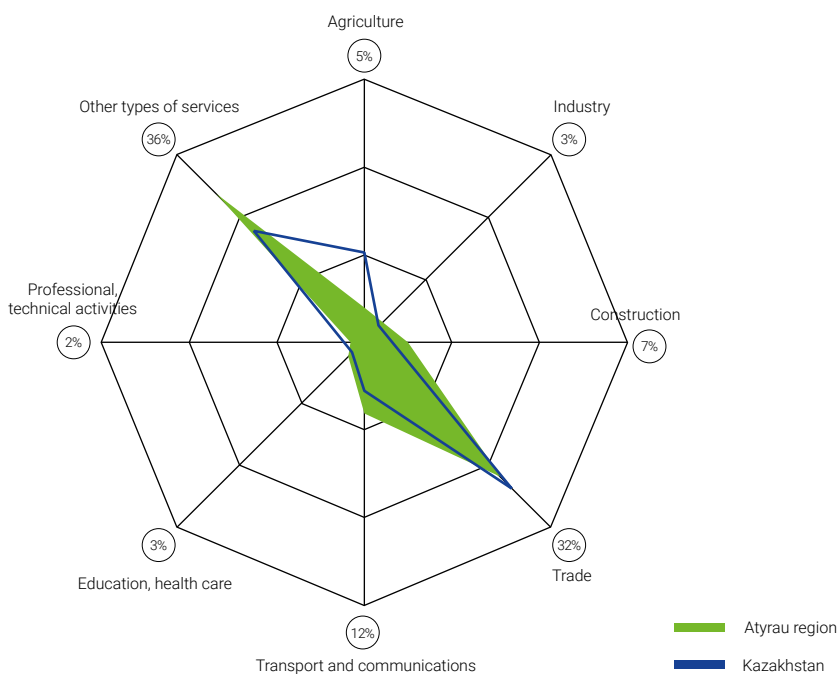


*2016

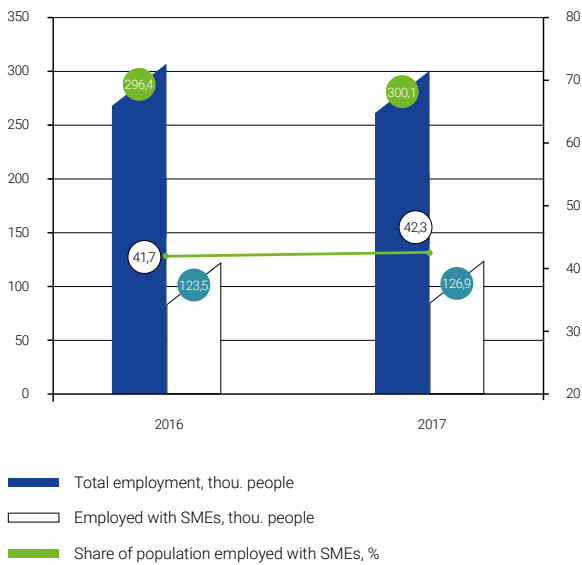
Share of operating SMEs in Atyrau region in the total number of SMEs registered, %



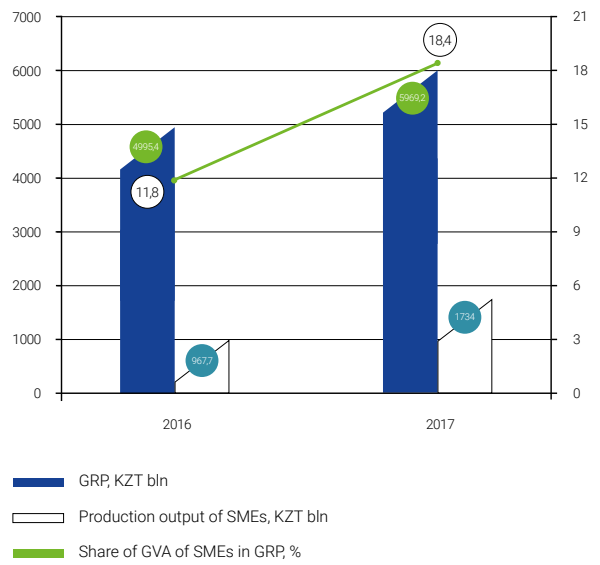
Structure of registered SMEs by type of economic activity



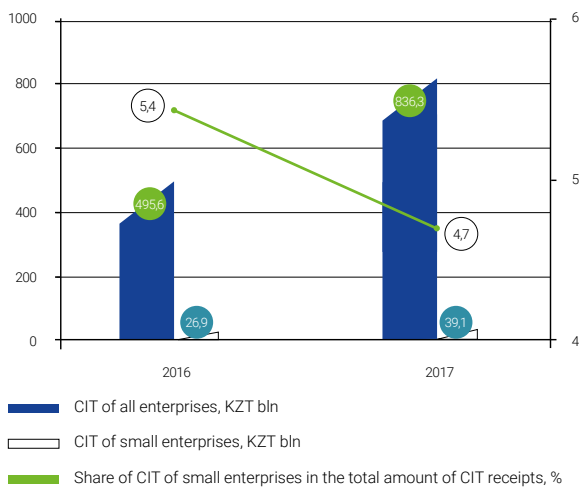
Share of the population employed by SMEs of Atyrau region in the total number of population employed, %



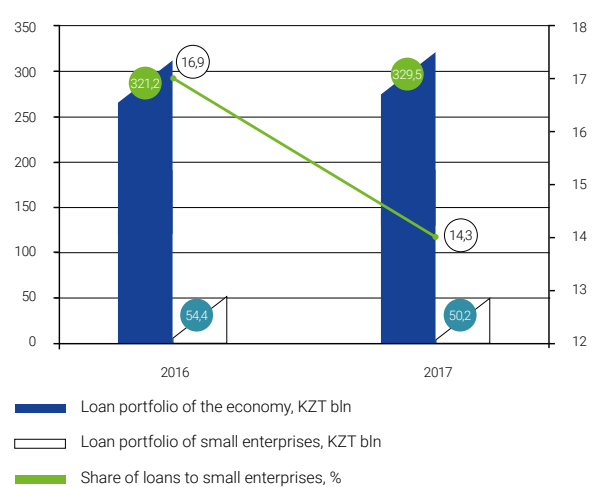
Dynamics of production output by SMEs and GRP in Atyrau region



Dynamics of CIT paid by small enterprises in Atyrau region



STBs' loan portfolio for business and loans of small enterprises in Atyrau region

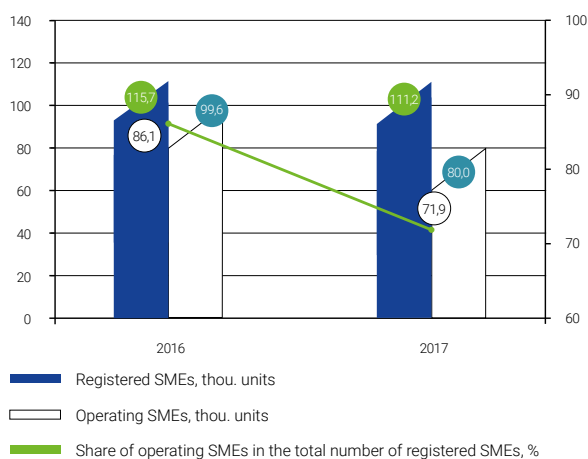


SMALL AND MEDIUM-SIZED ENTERPRISES IN EAST KAZAKHSTAN REGION

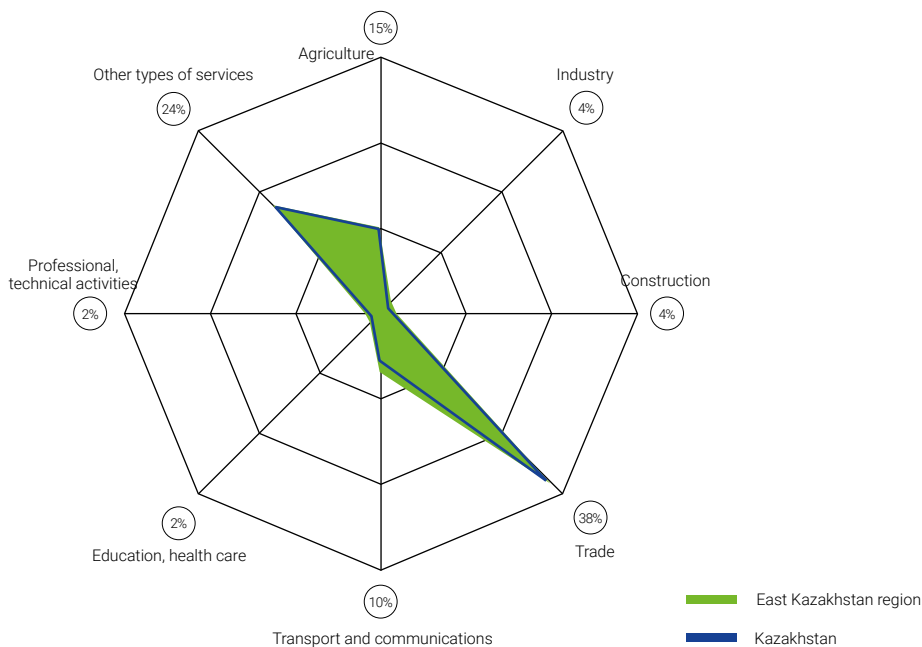


*2016

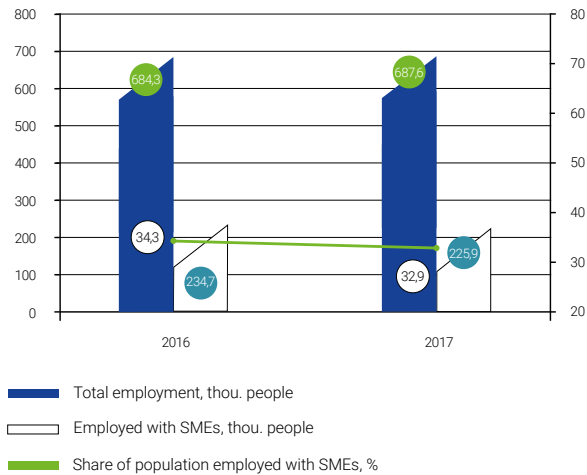
Share of operating SMEs in East Kazakhstan region in the total number of SMEs registered, %



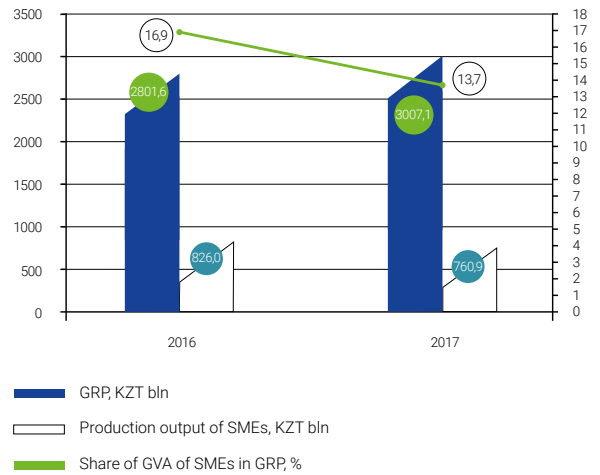
Structure of registered SMEs by type of economic activity



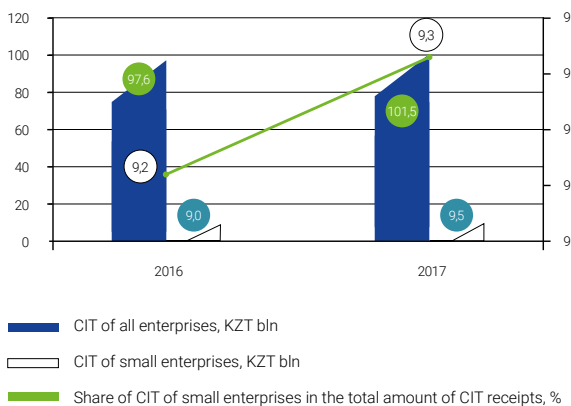
Share of the population employed by SMEs of East Kazakhstan region in the total number of population employed, %



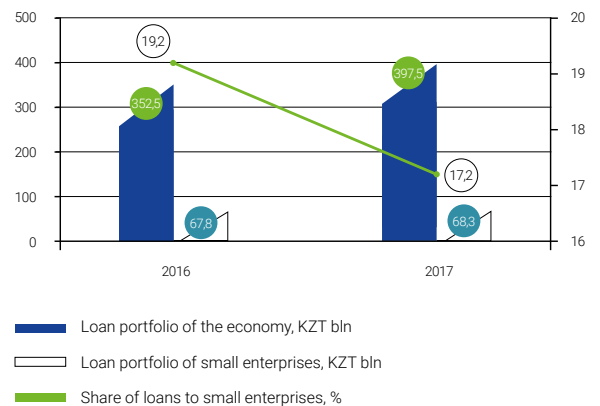
Dynamics of production output by SMEs and GRP in East Kazakhstan region



Dynamics of CIT paid by small enterprises in East Kazakhstan region



STBs' loan portfolio for business and loans of small enterprises in East Kazakhstan region

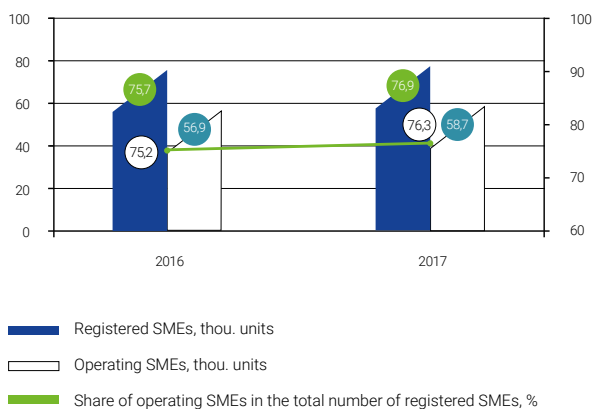


SMALL AND MEDIUM-SIZED ENTERPRISES IN ZHAMBYL REGION

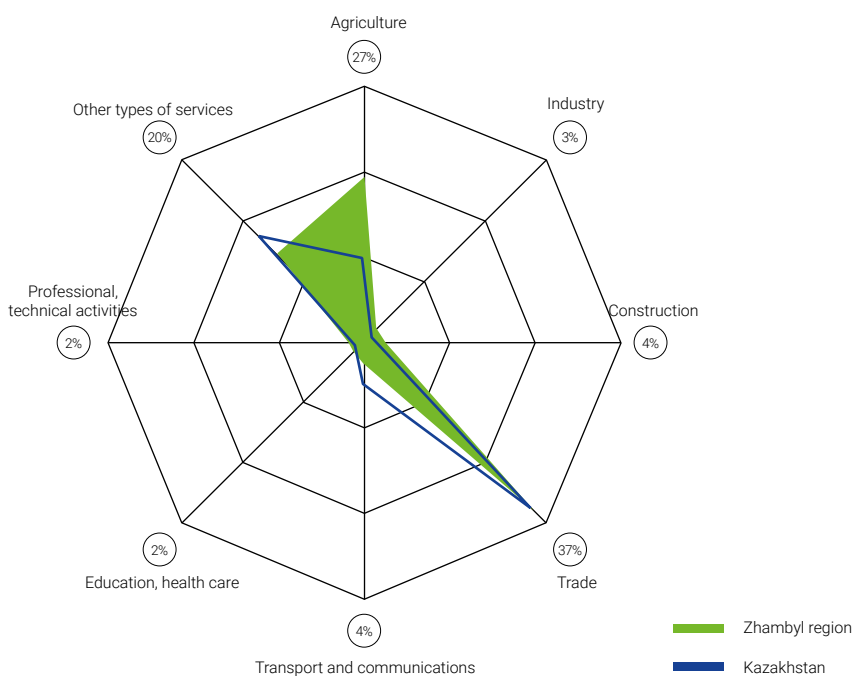


*2016

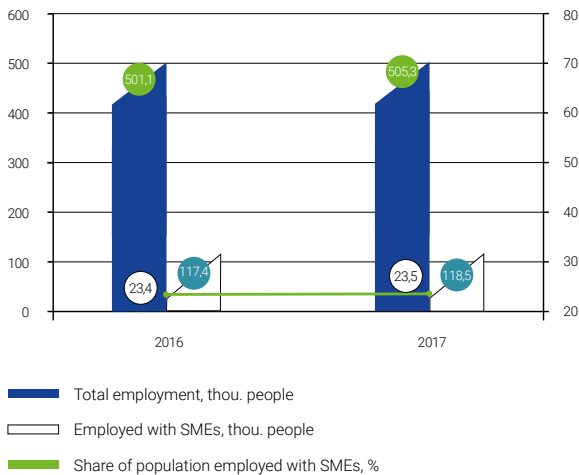
Share of operating SMEs in Zhambyl region in the total number of SMEs registered, %



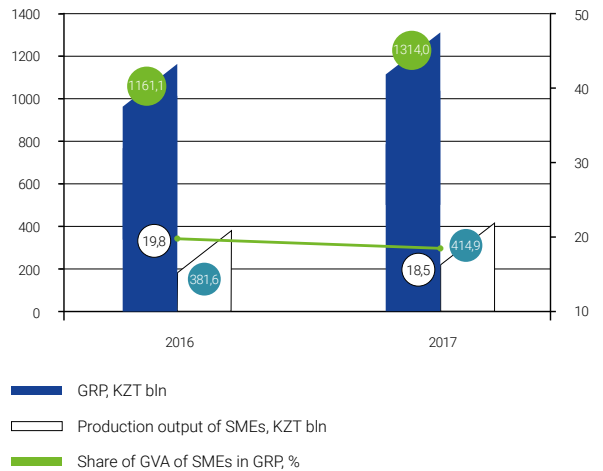
Structure of registered SMEs by type of economic activity



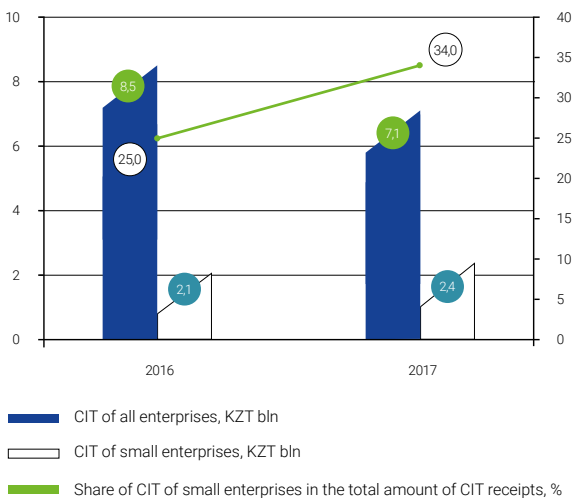
Share of the population employed by SME of Zhambyl region in the total number of population employed, %



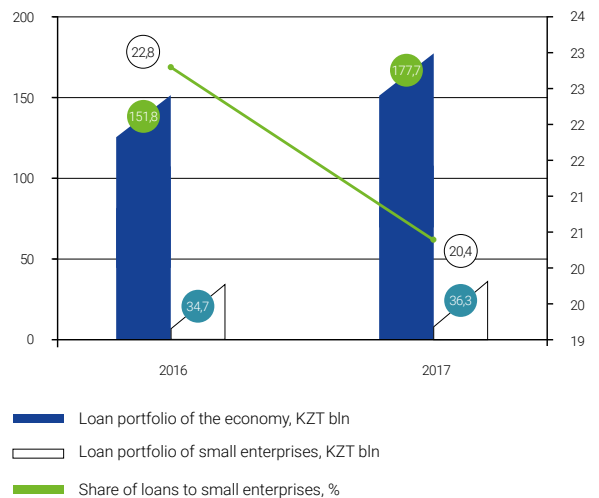
Dynamics of production output by SMEs and GRP in Zhambyl region



Dynamics of CIT paid by small enterprises in Zhambyl region



STBs' loan portfolio for business and loans of small enterprises in Zhambyl region

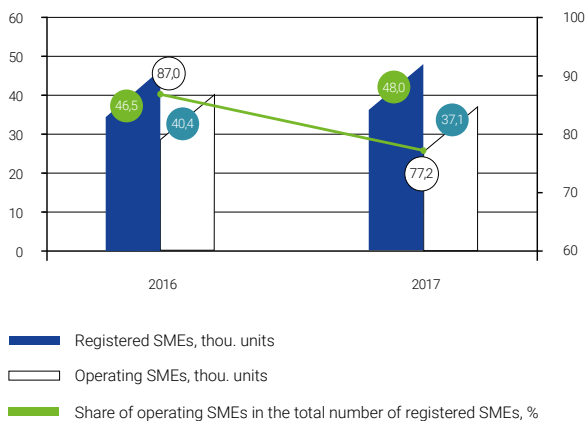


SMALL AND MEDIUM-SIZED ENTERPRISES IN WEST KAZAKHSTAN REGION

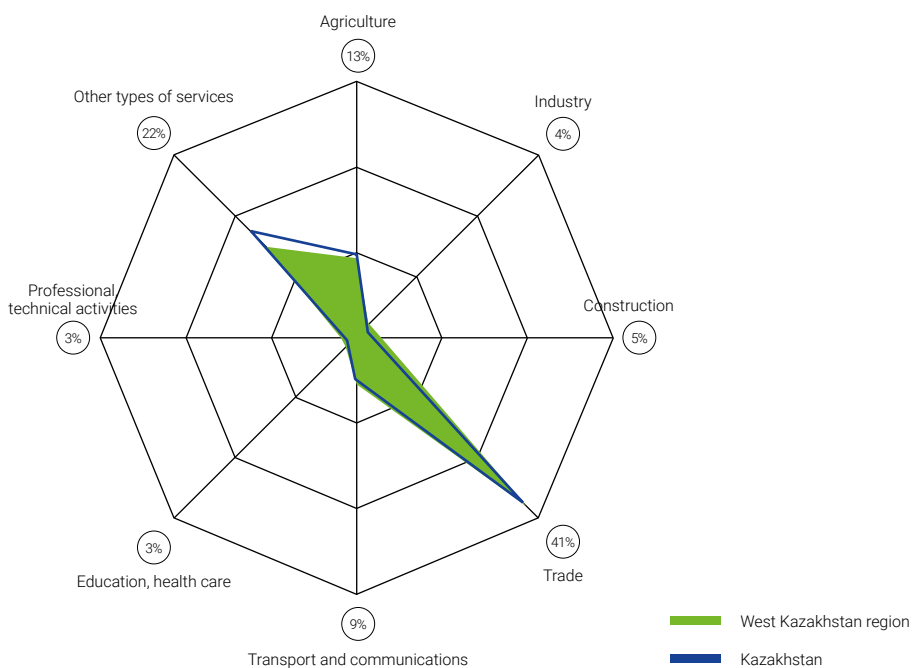


***2016**

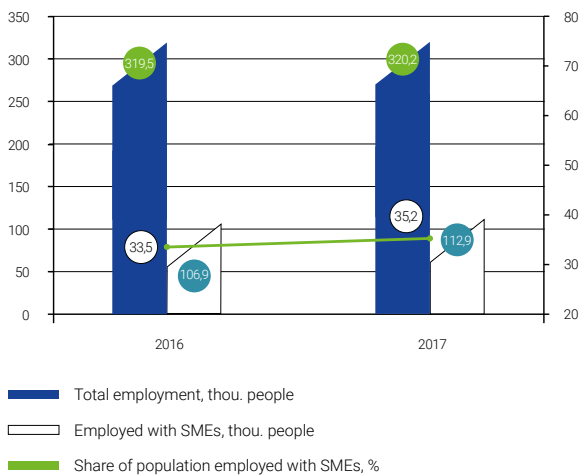
Share of operating SMEs in West Kazakhstan region in the total number of SMEs registered, %



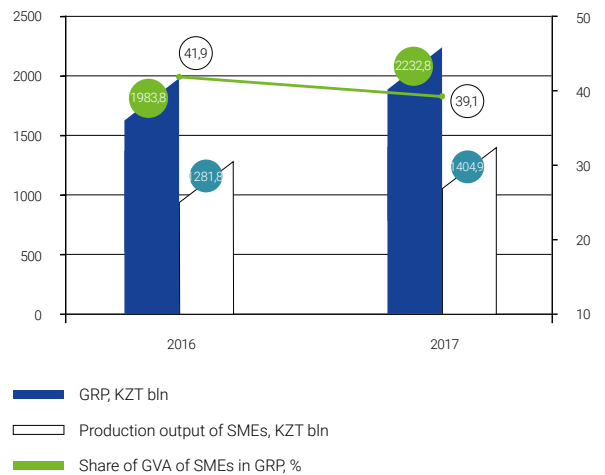
Structure of registered SMEs by type of economic activity



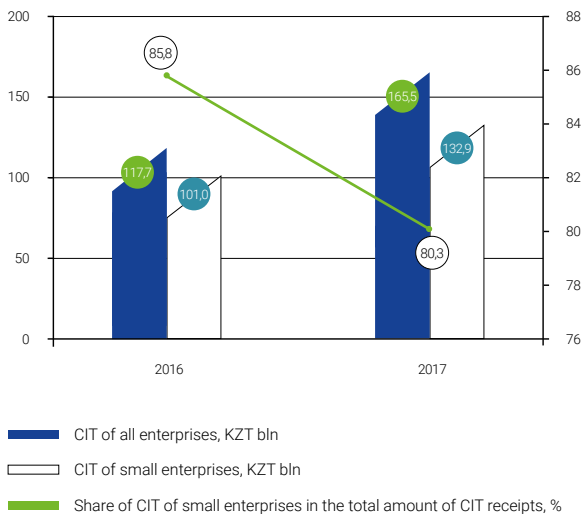
Share of the population employed by SMEs of West Kazakhstan region in the total number of population employed, %



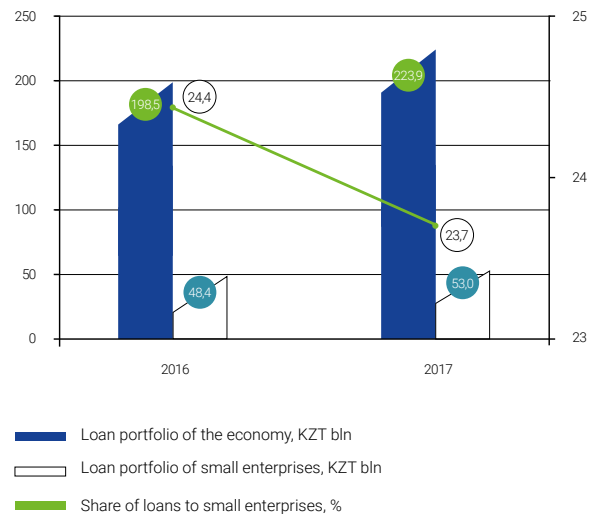
Dynamics of production output by SMEs and GRP in West Kazakhstan region



Dynamics of CIT paid by small enterprises in West Kazakhstan region



STBs' loan portfolio for business and loans of small enterprises in West Kazakhstan region

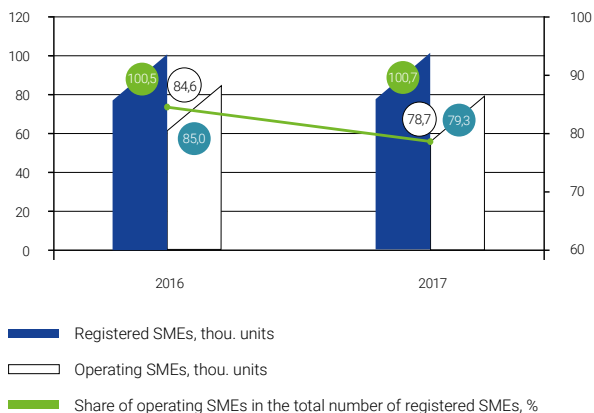


SMALL AND MEDIUM-SIZED ENTERPRISES IN KARAGANDA REGION

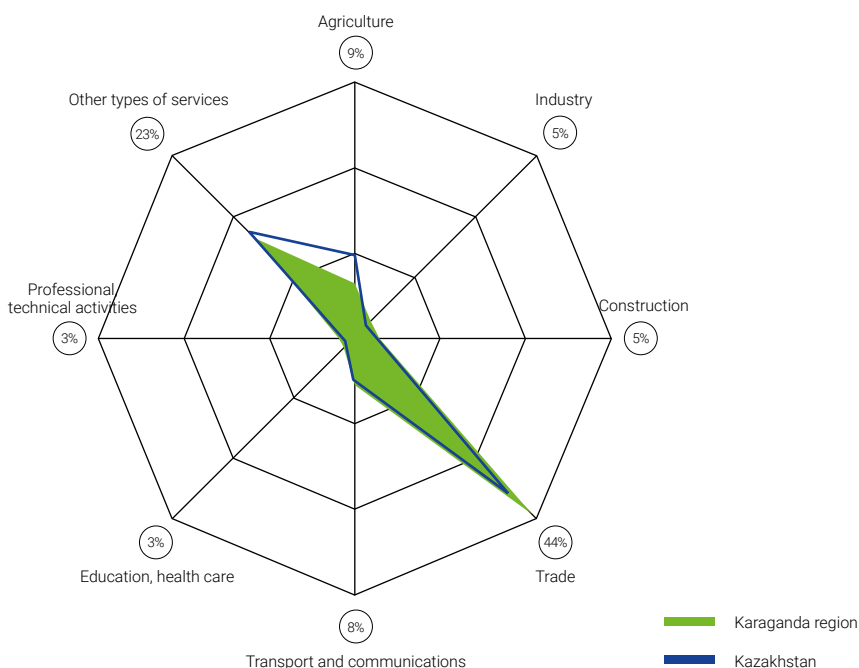


*2016

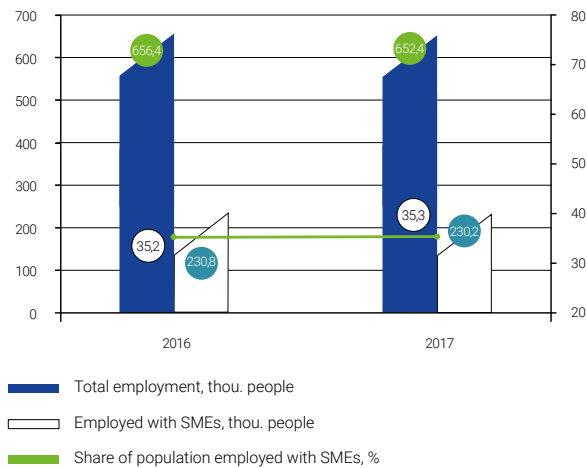
Share of operating SMEs in Karaganda region in the total number of SMEs registered, %



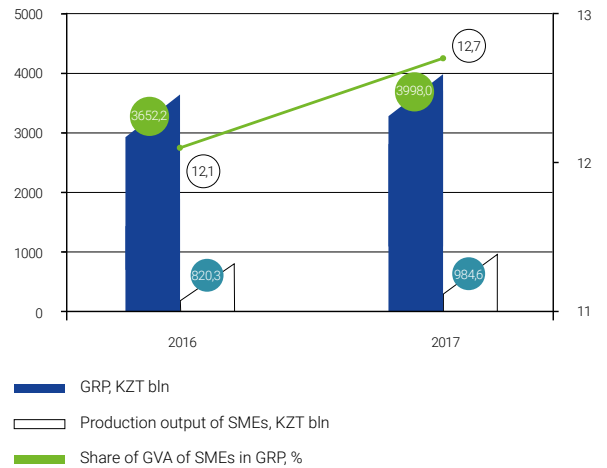
Structure of registered SMEs by type of economic activity



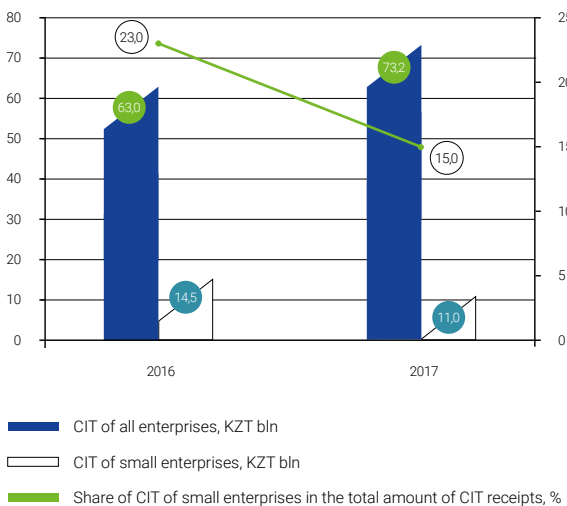
Share of the population employed by SMEs of Karaganda region in the total number of population employed, %



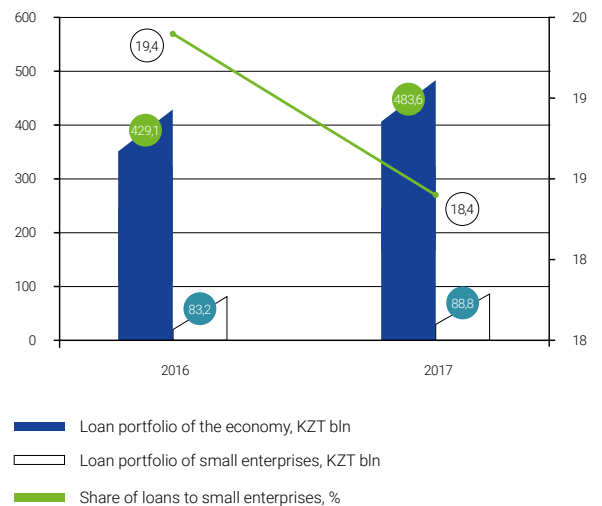
Dynamics of production output by SMEs and GRP in Karaganda region



Dynamics of CIT paid by small enterprises in Karaganda region



STBs' loan portfolio for business and loans of small enterprises in Karaganda region

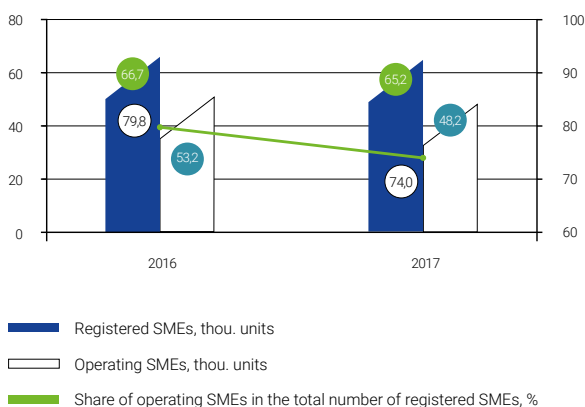


SMALL AND MEDIUM-SIZED ENTERPRISES IN KOSTANAY REGION

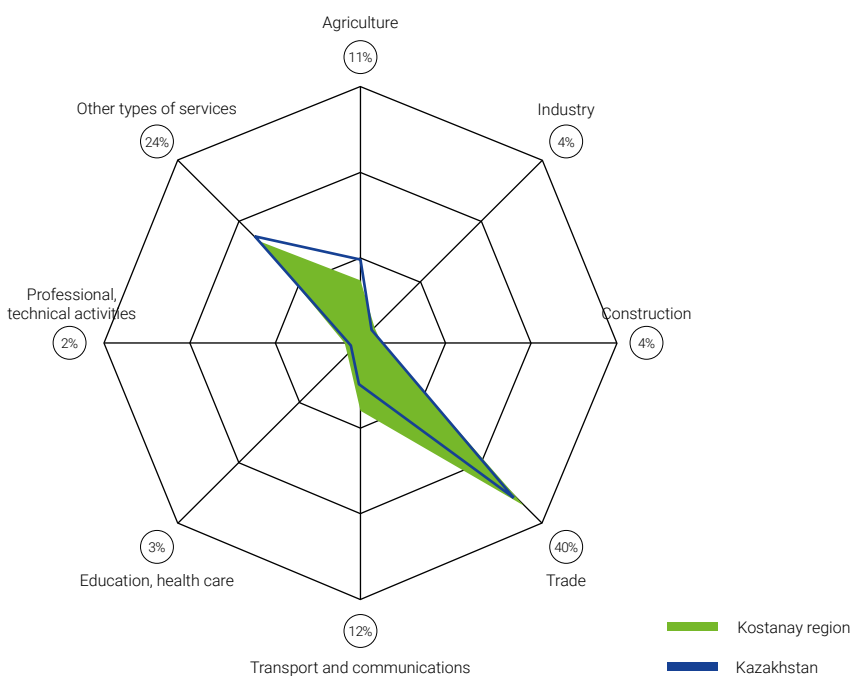


*2016

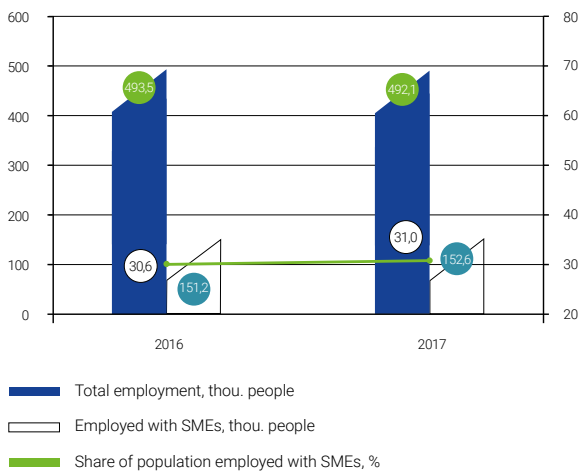
Share of operating SMEs in Kostanay region in the total number of SMEs registered, %



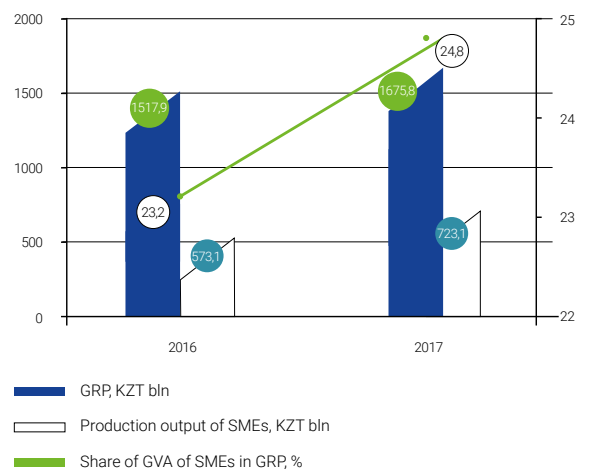
Structure of registered SMEs by type of economic activity



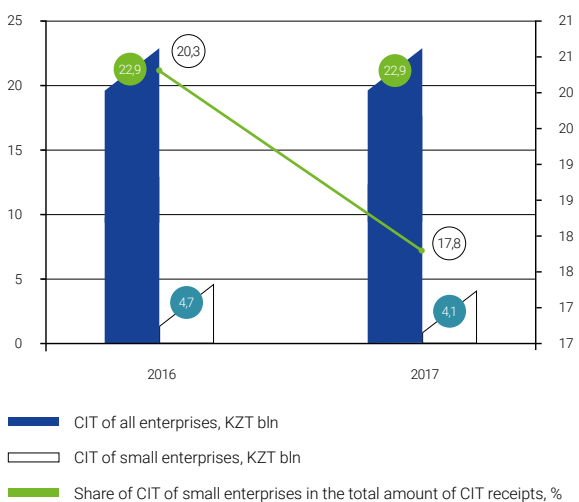
Share of the population employed by SMEs of Kostanay region in the total number of population employed, %



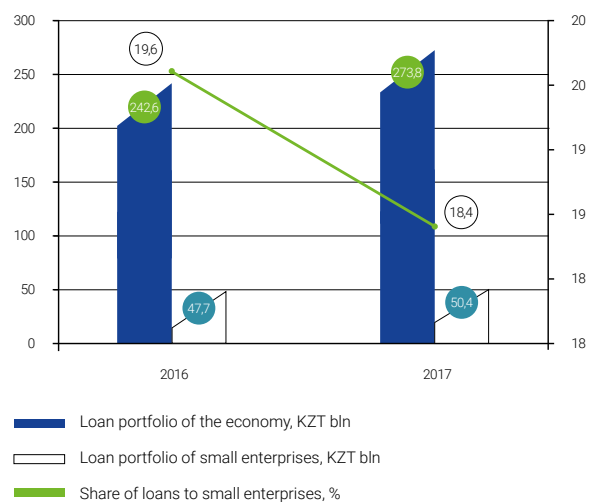
Dynamics of production output by SMEs and GRP in Kostanay region



Dynamics of CIT paid by small enterprises in Kostanay region



STBs' loan portfolio for business and loans of small enterprises in Kostanay region

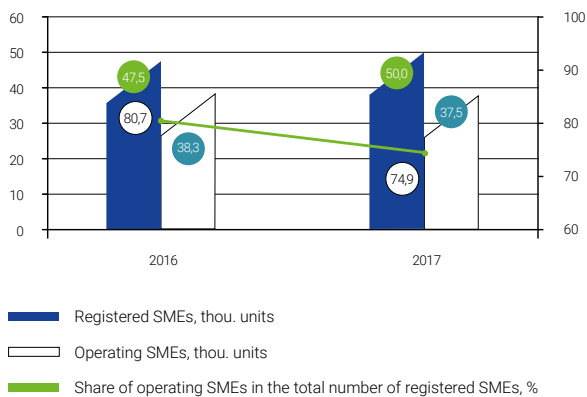


SMALL AND MEDIUM-SIZED ENTERPRISES IN KYZYLORDA REGION

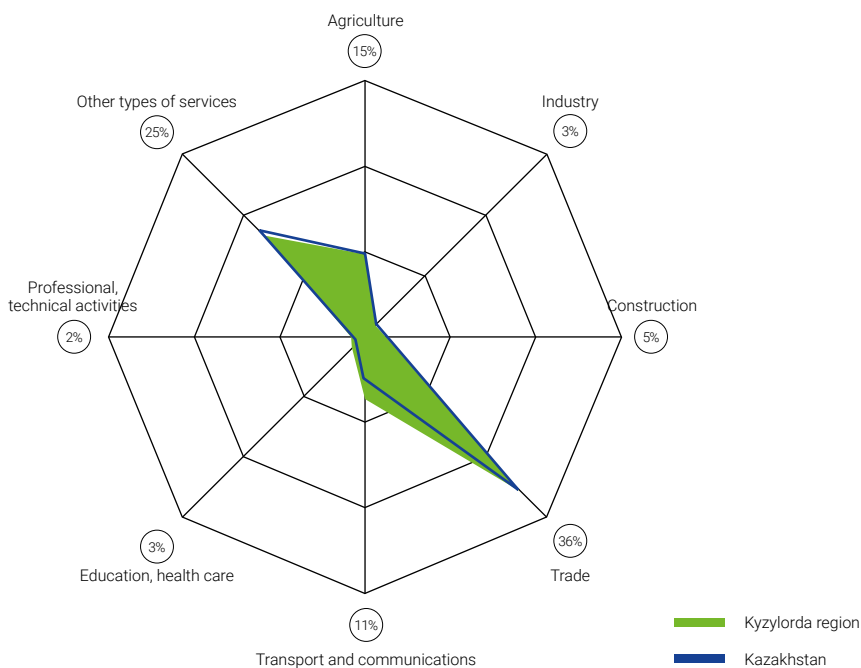


***2016**

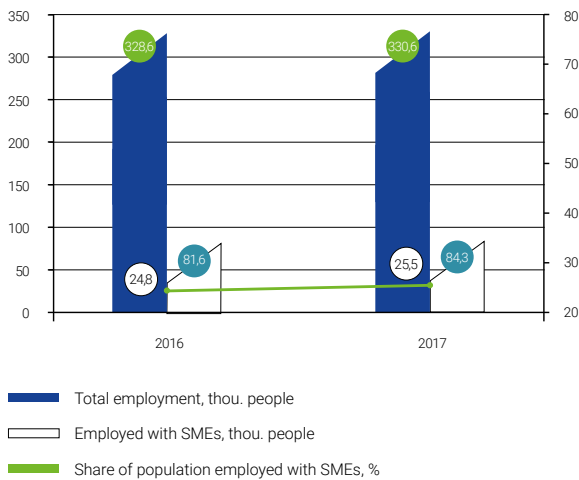
Share of operating SMEs in Kyzylorda region in the total number of SMEs registered, %



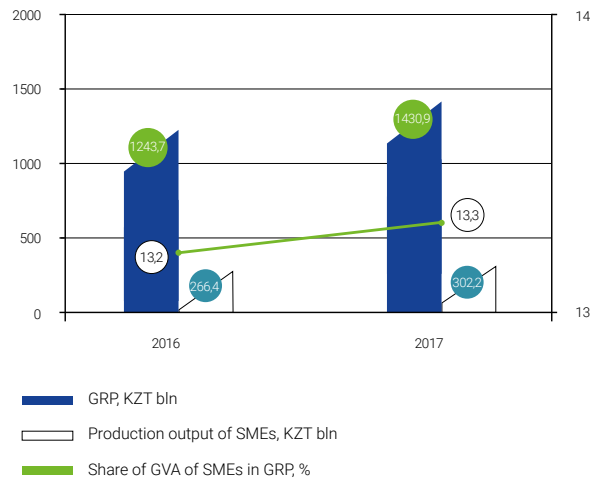
Structure of registered SMEs by type of economic activity



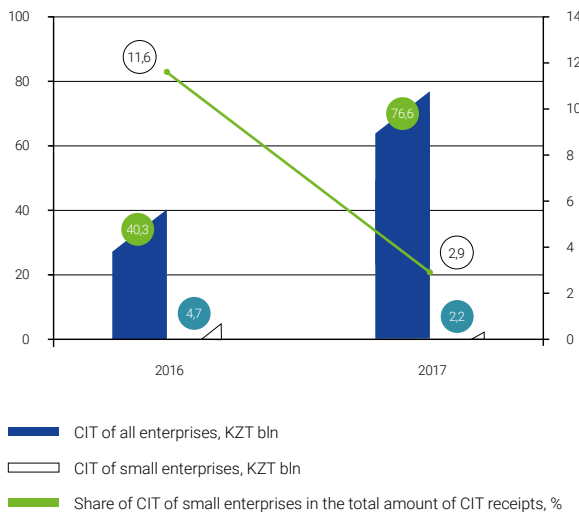
Share of the population employed by SMEs of Kyzylorda region in the total number of population employed, %



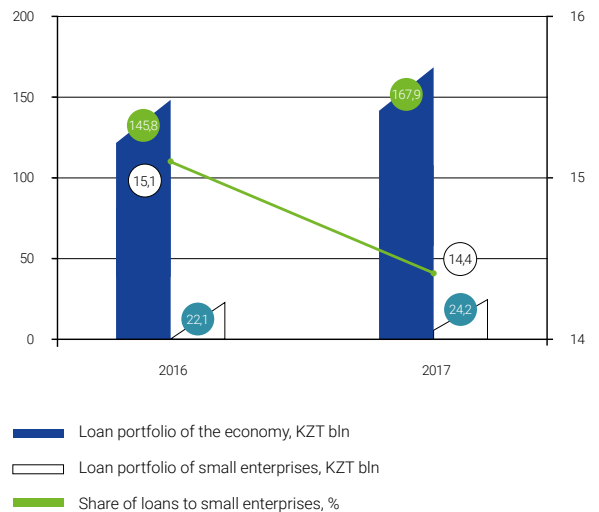
Dynamics of production output by SMEs and GRP in Kyzylorda region



Dynamics of CIT paid by small enterprises in Kyzylorda region



STBs' loan portfolio for business and loans of small enterprises in Kyzylorda region

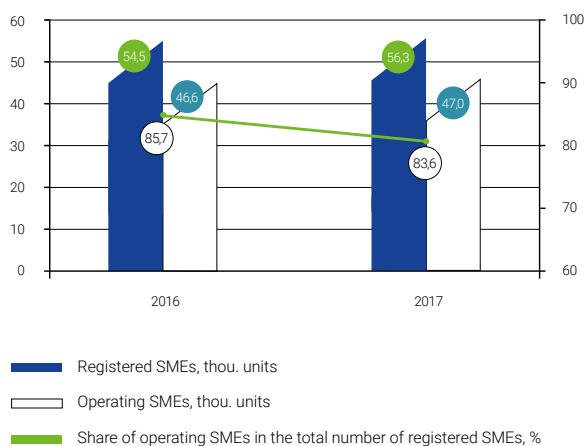


SMALL AND MEDIUM-SIZED ENTERPRISES IN MANGYSTAU REGION

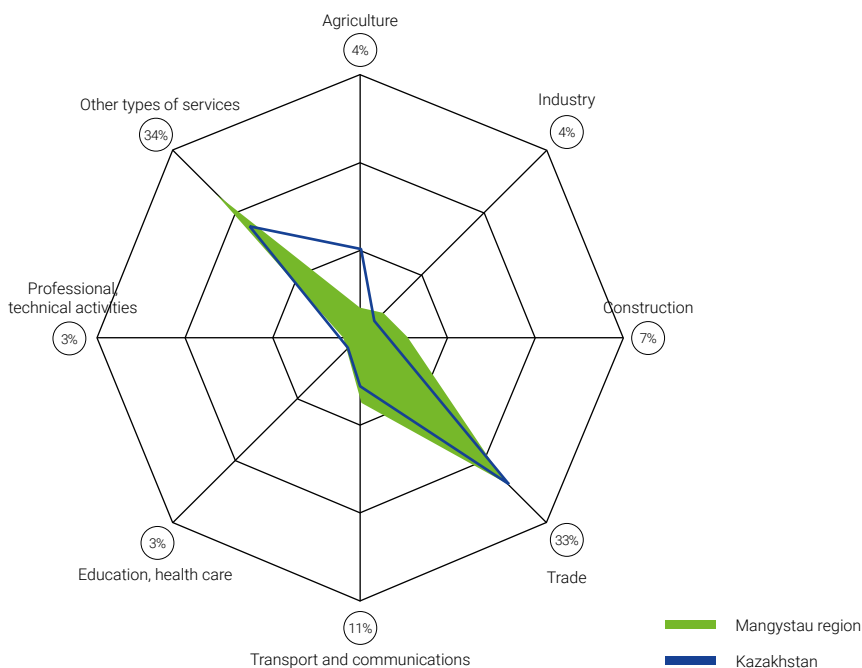


*2016

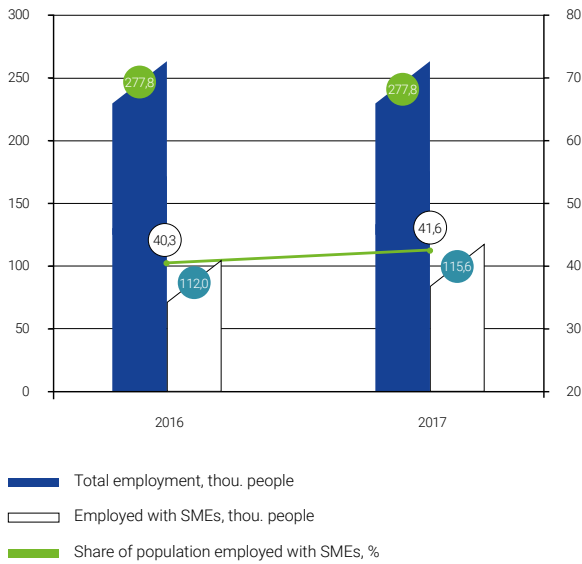
Share of operating SMEs in Mangystau region in the total number of SMEs registered, %



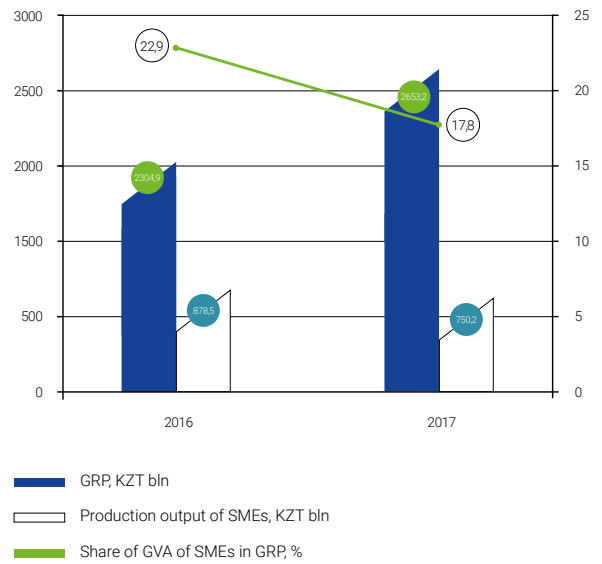
Structure of registered SMEs by type of economic activity



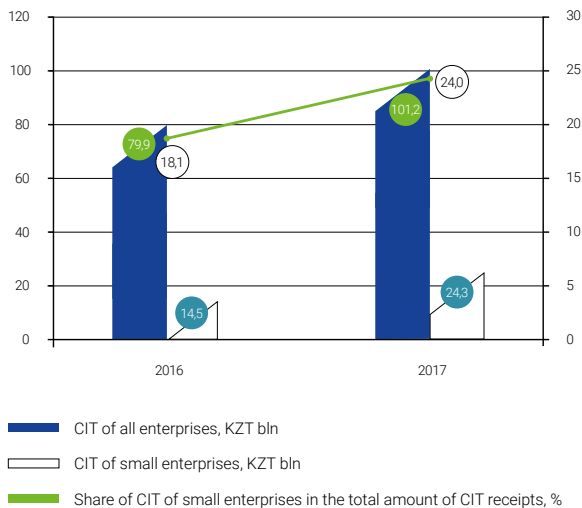
Share of the population employed by SMEs of Mangystau region in the total number of population employed, %



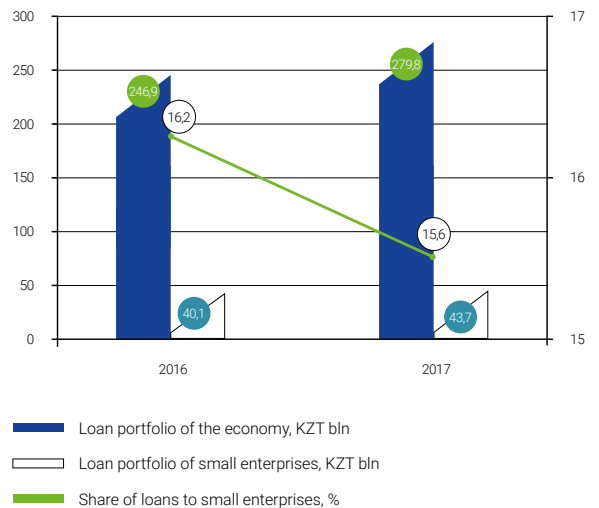
Dynamics of production output by SMEs and GRP in Mangystau region



Dynamics of CIT paid by small enterprises in Mangystau region



STBs' loan portfolio for business and loans of small enterprises in Mangystau region

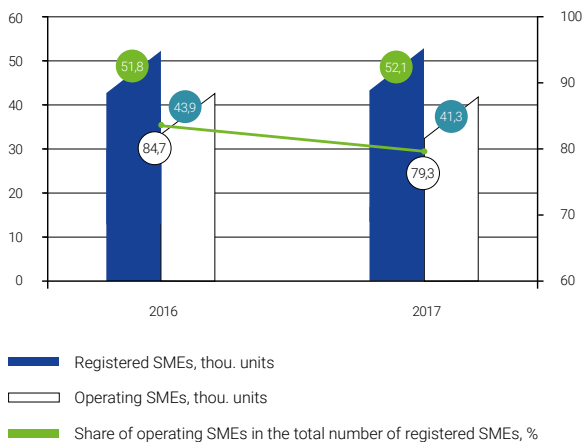


SMALL AND MEDIUM-SIZED ENTERPRISES IN PAVLODAR REGION

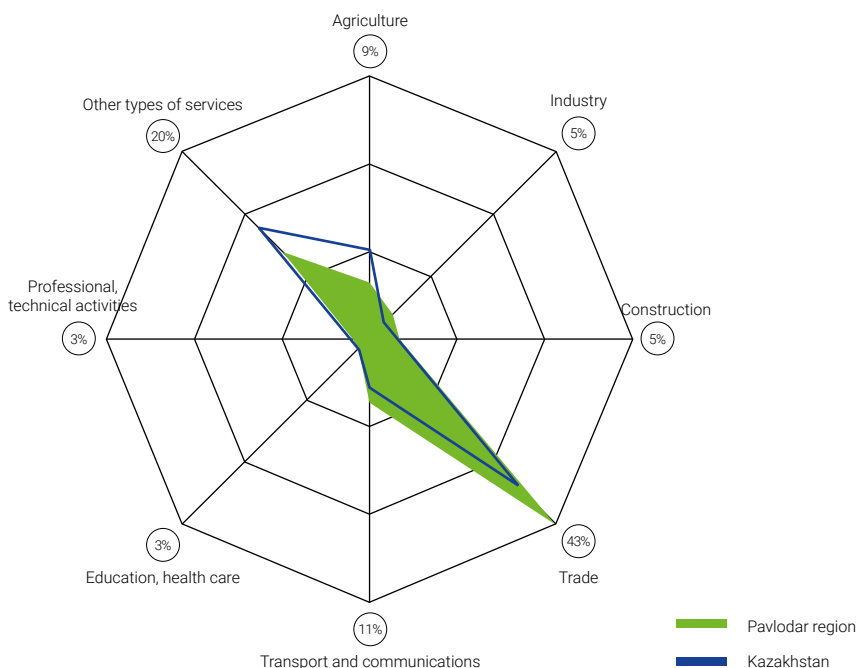


*2016

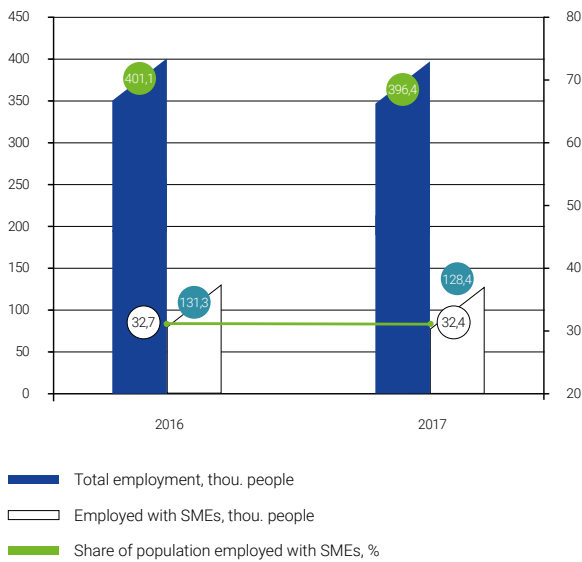
Share of operating SMEs in Pavlodar region in the total number of SMEs registered, %



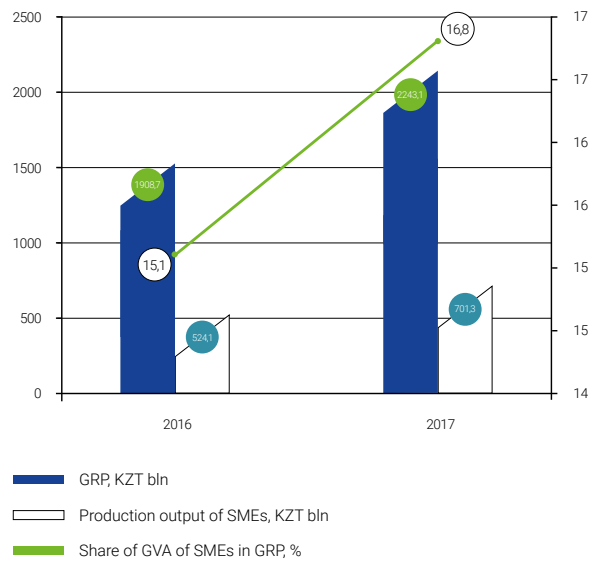
Structure of registered SMEs by type of economic activity



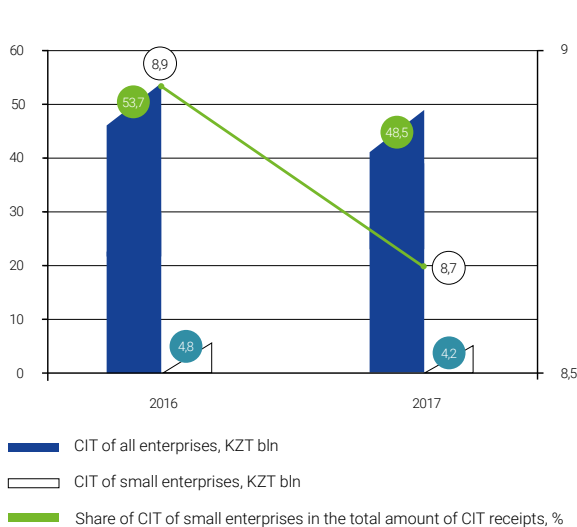
Share of the population employed by SMEs of Pavlodar region in the total number of population employed, %



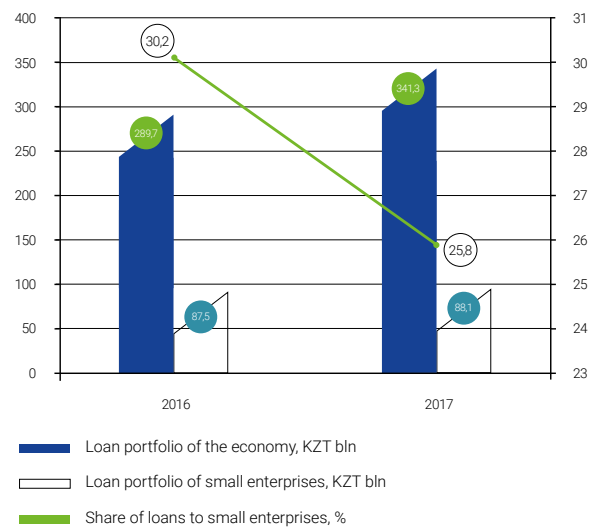
Dynamics of production output by SMEs and GRP in Pavlodar region



Dynamics of CIT paid by small enterprises in Pavlodar region



STBs' loan portfolio for business and loans of small enterprises in Pavlodar region

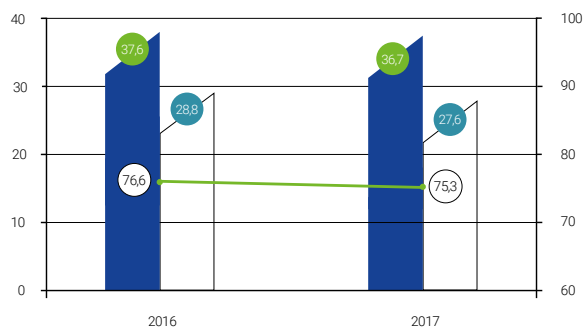


SMALL AND MEDIUM-SIZED ENTERPRISES IN NORTH KAZAKHSTAN REGION



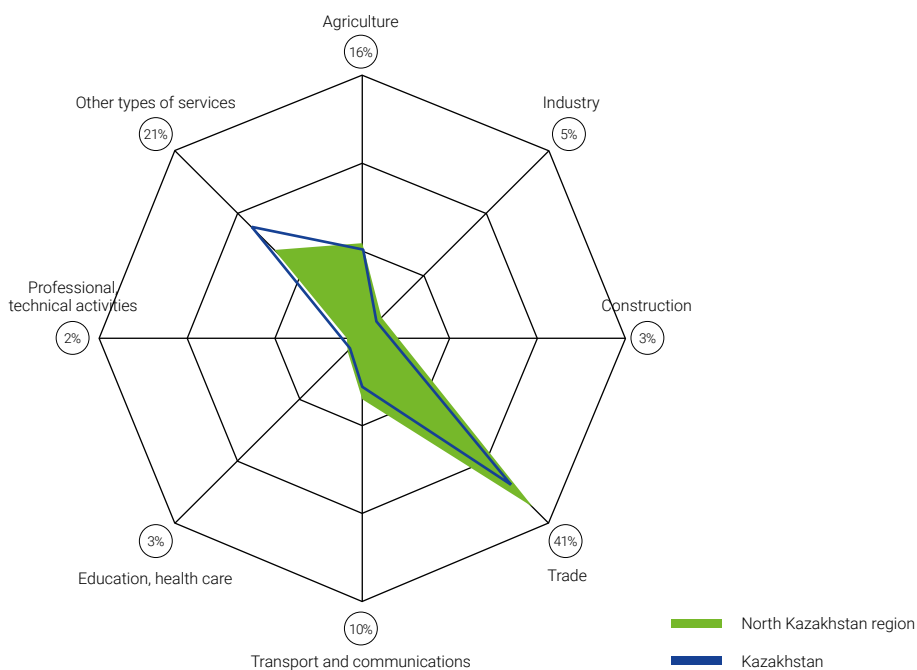
*2016

Share of operating SMEs in North Kazakhstan region in the total number of SMEs registered, %

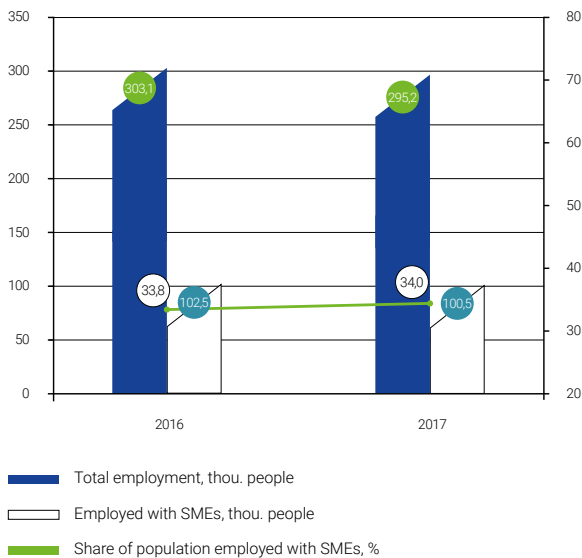


■ Registered SMEs, thou. units
■ Operating SMEs, thou. units
— Share of operating SMEs in the total number of registered SMEs, %

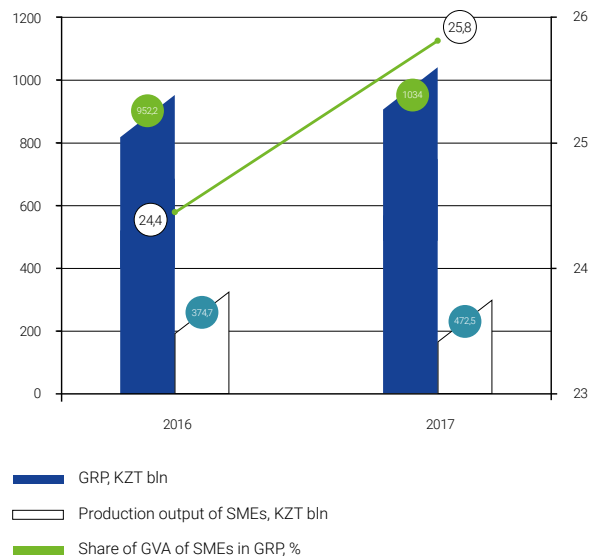
Structure of registered SMEs by type of economic activity



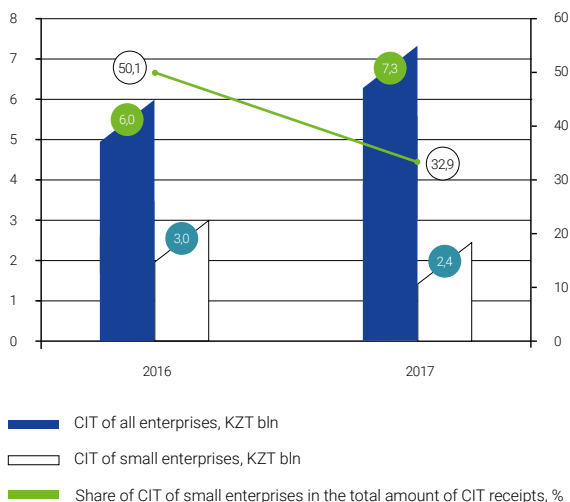
Share of the population employed by SMEs of North Kazakhstan region in the total number of population employed, %



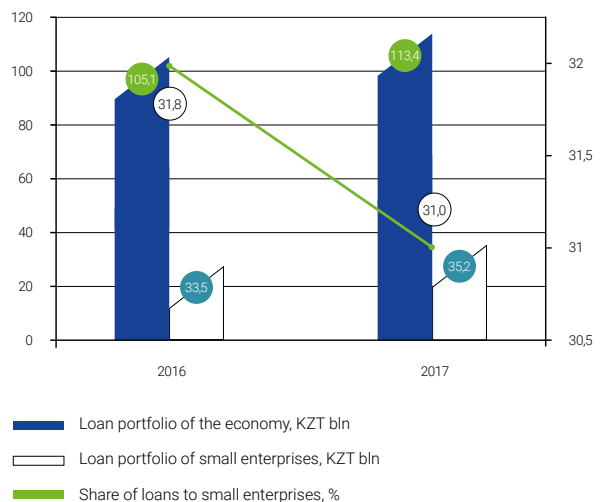
Dynamics of production output by SMEs and GRP in North Kazakhstan region



Dynamics of CIT paid by small enterprises in North Kazakhstan region



STBs' loan portfolio for business and loans of small enterprises in North Kazakhstan region

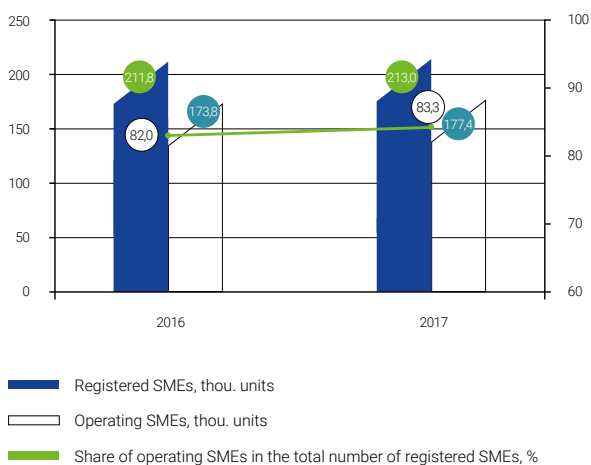


SMALL AND MEDIUM-SIZED ENTERPRISES IN SOUTH KAZAKHSTAN REGION



*2016

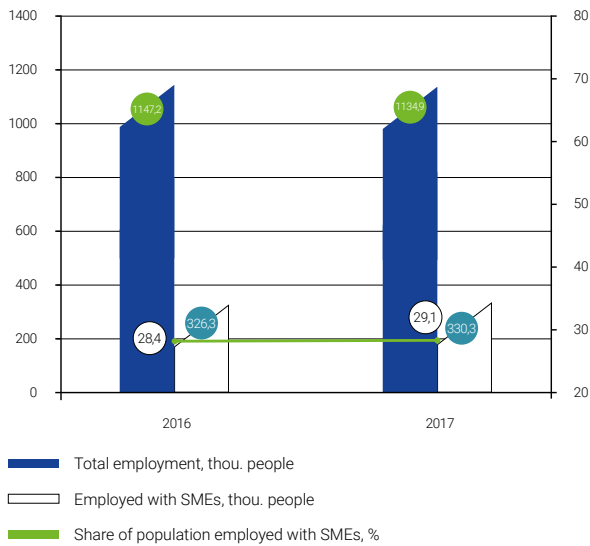
Share of operating SMEs in South Kazakhstan region in the total number of SMEs registered, %



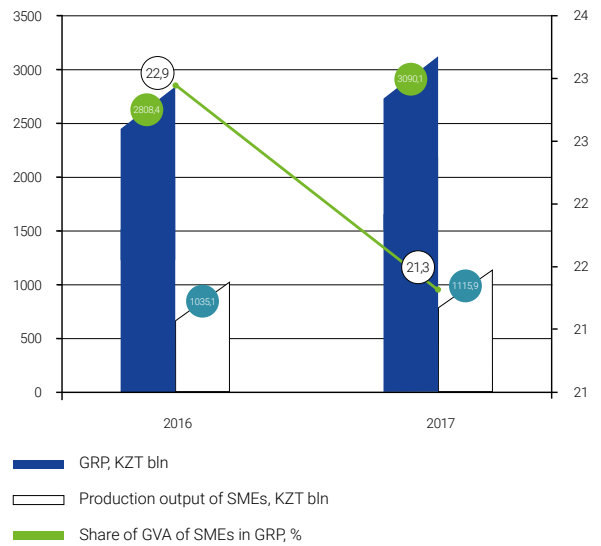
Structure of registered SMEs by type of economic activity



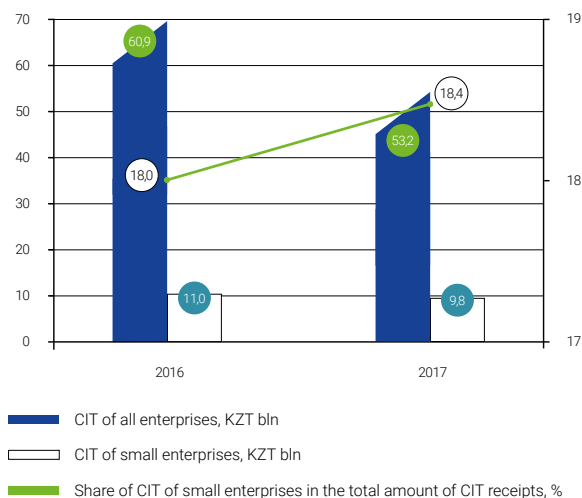
Share of the population employed by SMEs of South Kazakhstan region in the total number of population employed, %



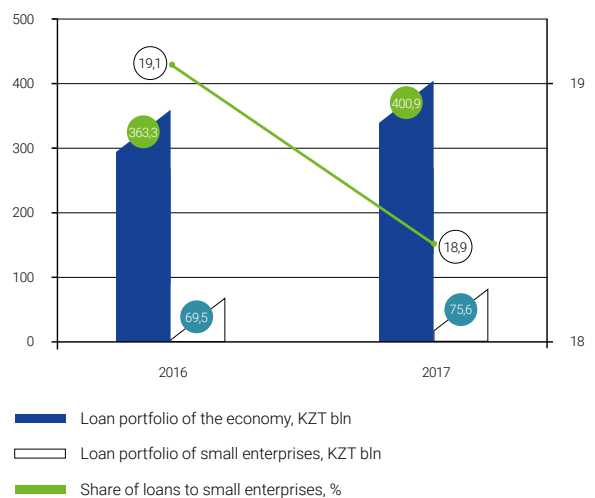
Dynamics of production output by SMEs and GRP in South Kazakhstan region



Dynamics of CIT paid by small enterprises in South Kazakhstan region



STBs' loan portfolio for business and loans of small enterprises in South Kazakhstan region





4

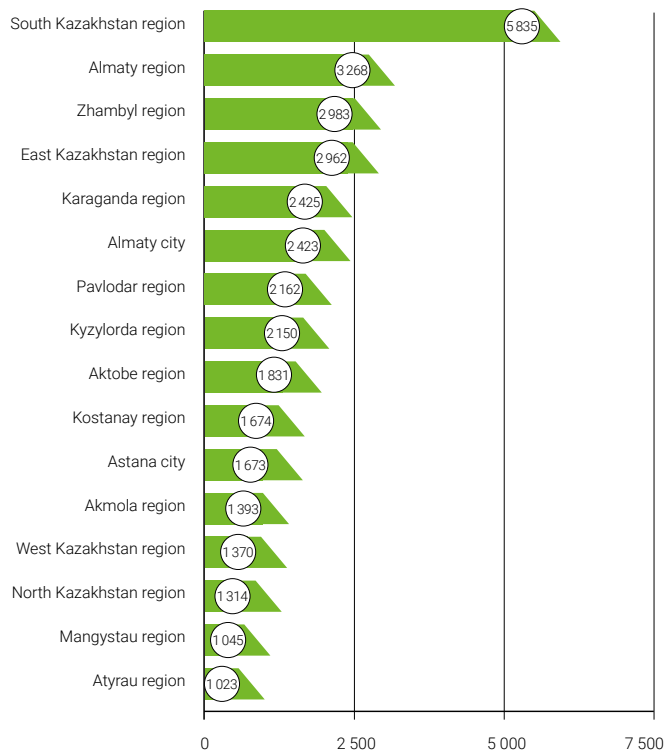
RESULTS OF IMPLEMENTATION OF THE PROGRAMS OF "DAMU "ENTREPRENEURSHIP DEVELOPMENT FUND" JSC ON ENTREPRENEURSHIP SUPPORT

1. ENTREPRENEURSHIP FINANCIAL SUPPORT PROGRAMS

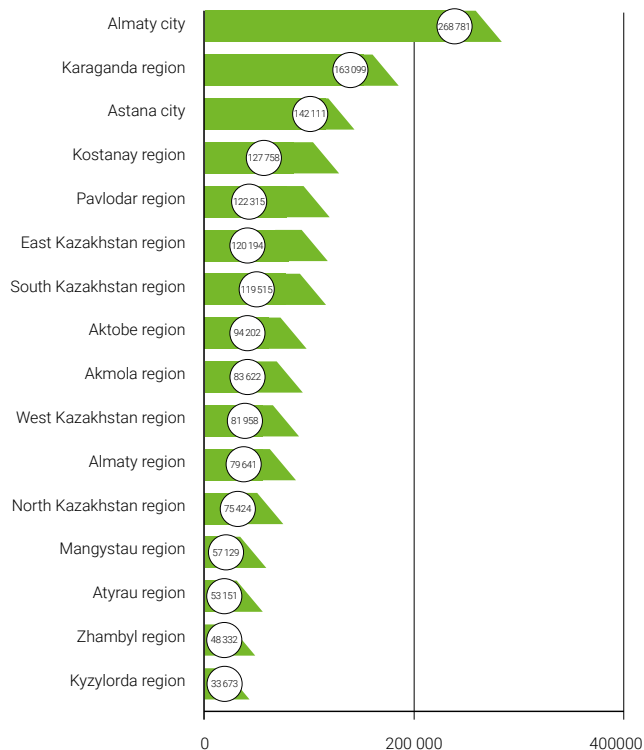
1.1. Programs on conditional placement of funds with STBs, leasing companies, and microfinance organizations for subsequent financing of entrepreneurs.

In general, 35 531 projects for a total amount of KZT 1 439.3 bln were funded under the programs of conditional placement as of 01.01.2018. Among these, 8 305 entrepreneurs were financed during 2017, for a total amount of KZT 230.5 bln. During the implementation of these programs, over 54 thousand jobs were created.

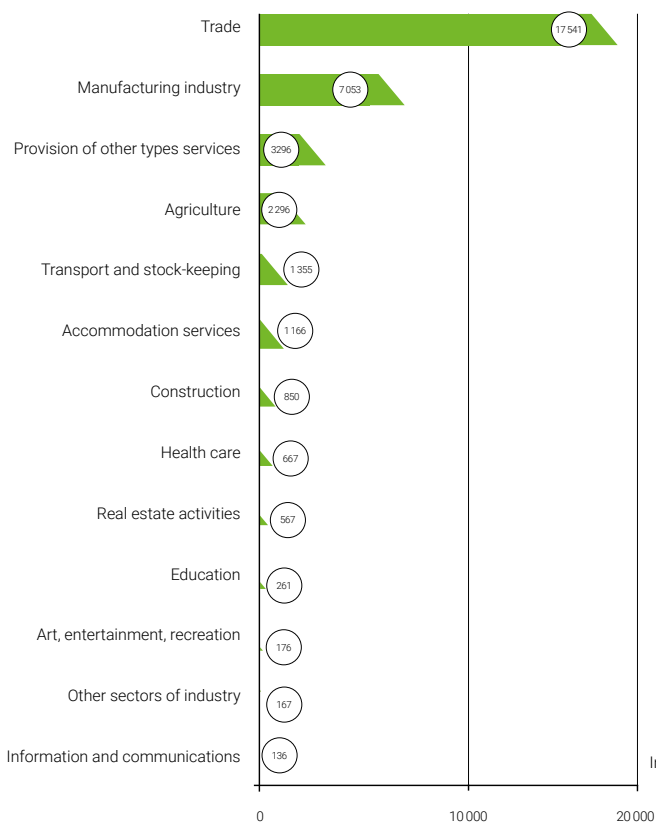
Number of projects by regions, as of 01.01.2018, unit



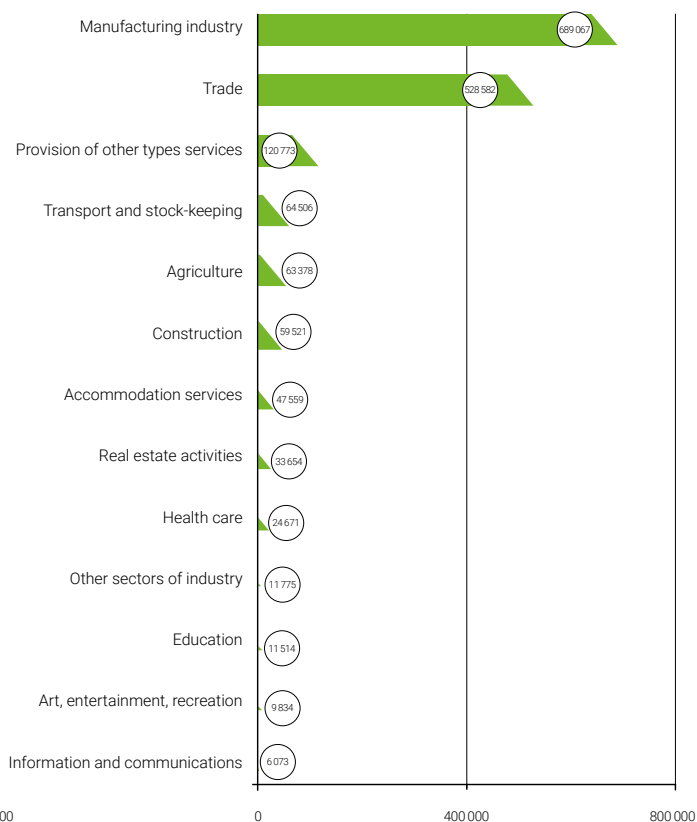
Amount of financing by regions, as of 01.01.2018, KZT mln



Number of projects by industry, as of 01.01.2018, unit



Amount of financing by industry, as of 01.01.2018, KZT mln

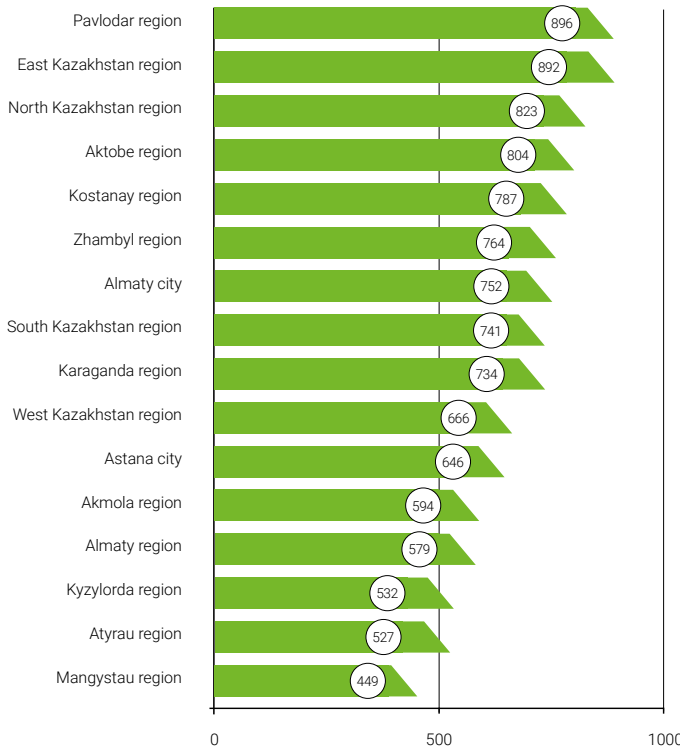


1.2. Subsidies for interest rates on loans and lease transactions of SMEs.

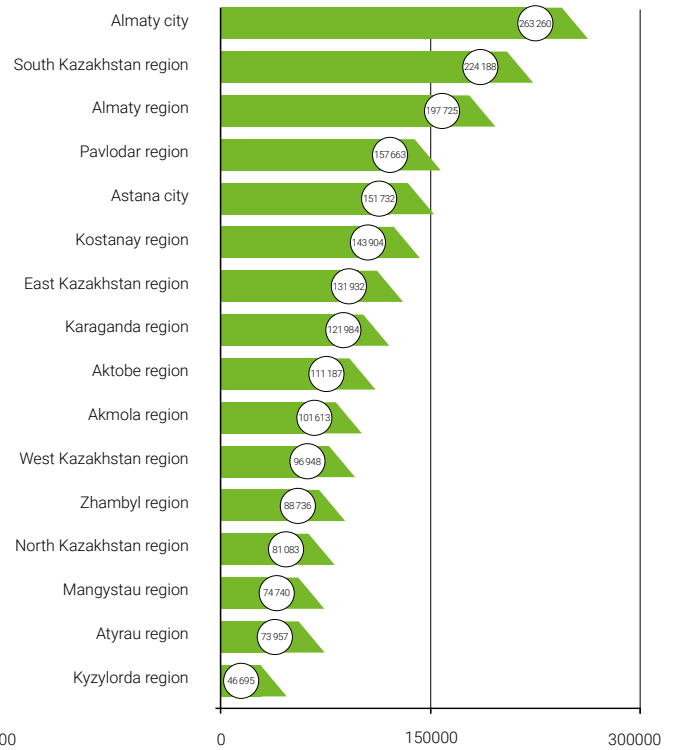
During the seven years of the implementation of the Unified program, contracts for subsidizing the interest rate were signed for 11,186

projects for a total loan value of KZT 2,067 bln. Amount of subsidies paid were KZT 181,7 bln. Among them, in 2017, support was provided to 2,287 project in subsidizing the interest rate on loans for a total loan value of KZT 248.6 bln.

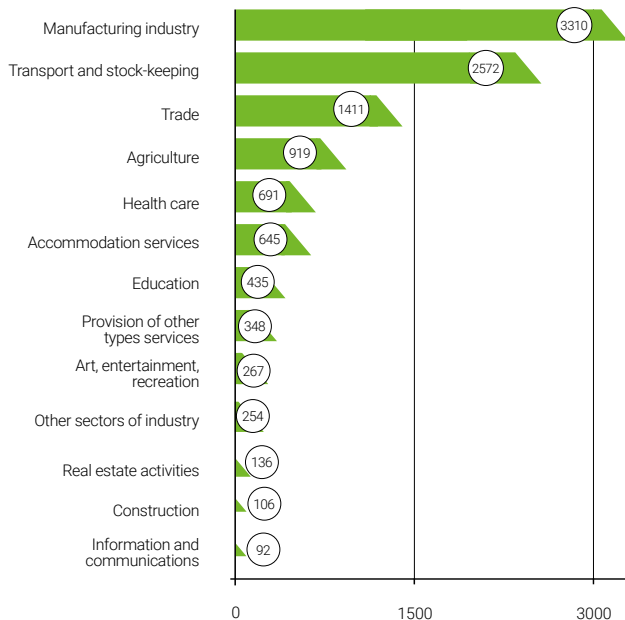
Number of subsidized projects by regions, as of 01.01.2018, unit



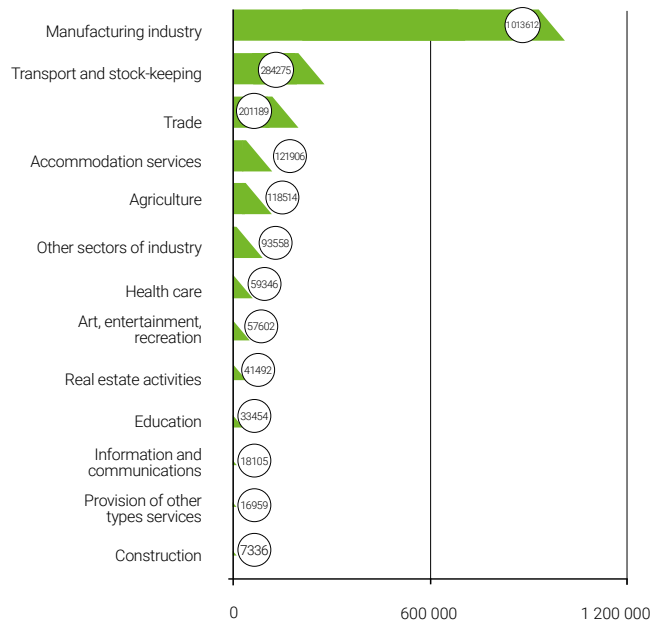
Amount of loans for subsidized projects by regions, as of 01.01.2018, KZT mln



Number of subsidized projects by type of economic activity, as of 01.01.2018, units.



Amount of loans for subsidized projects by type of economic activity, as of 01.01.2018, KZT mln

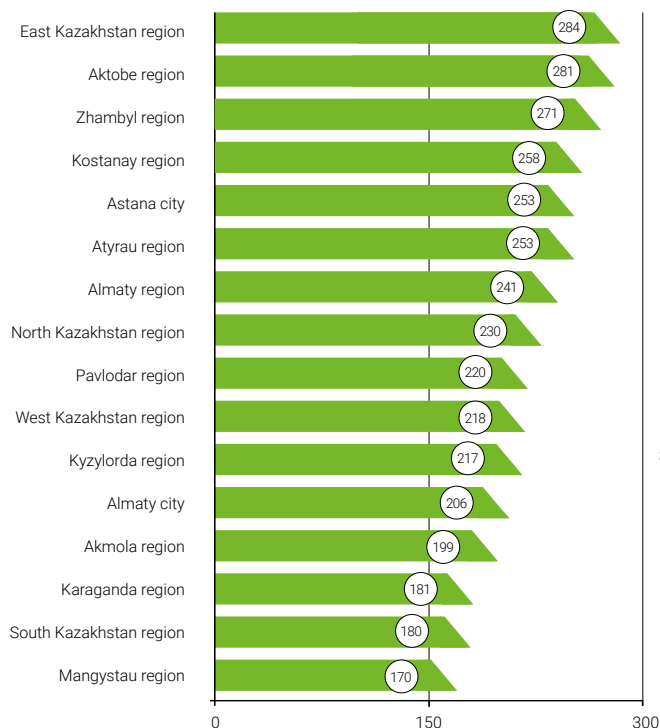


1.3. Partial loan guaranteeing

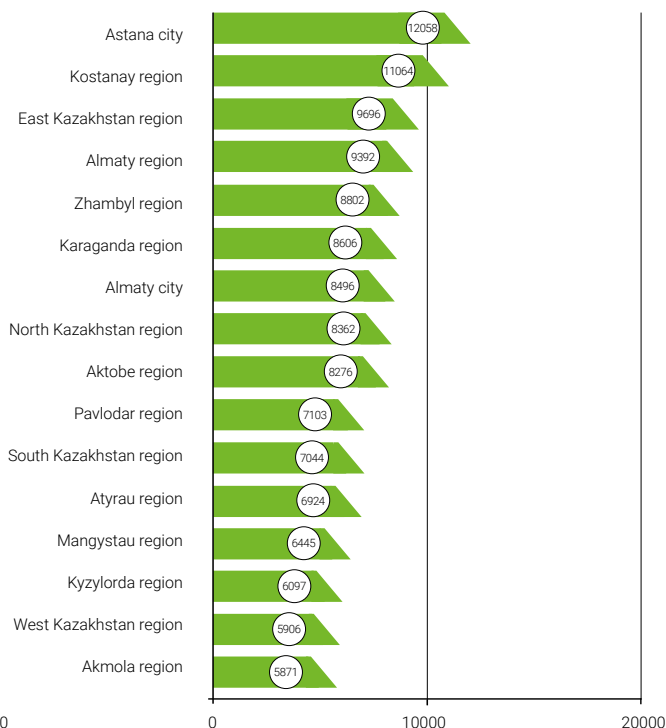
Partial guaranteeing of loans for private enterprises is carried out within the framework of the Unified program. As for subsidizing and guaranteeing, the Fund provides services as the financial agent of the Ministry of National Economy of the Republic of Kazakhstan.

As of January 1, 2018, within the framework of the Unified program, 3,662 guarantee agreements were signed for loans worth KZT131,141 mln and the amount of guarantees was KZT54,686 mln. Among them, 951 guarantee agreements were concluded in 2017 for loans worth KZT26,903 mln, while the amount of guarantees was kZT11,952 mln.

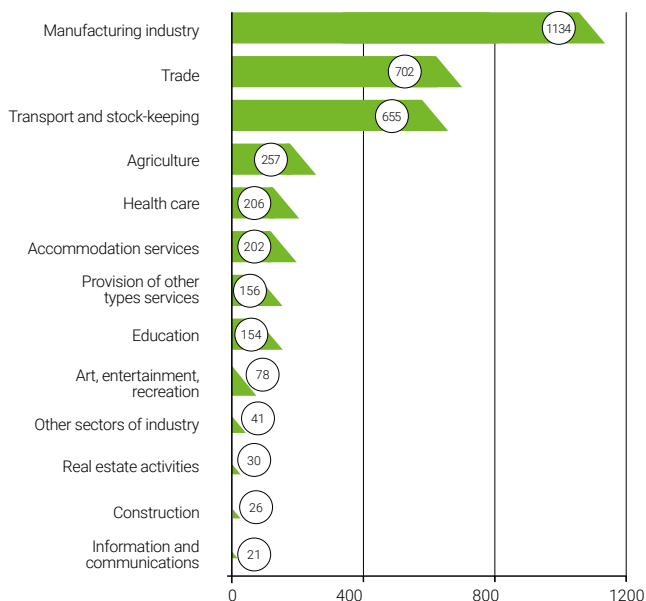
Number of guarantee agreements by regions, as of 01.01.2018, unit



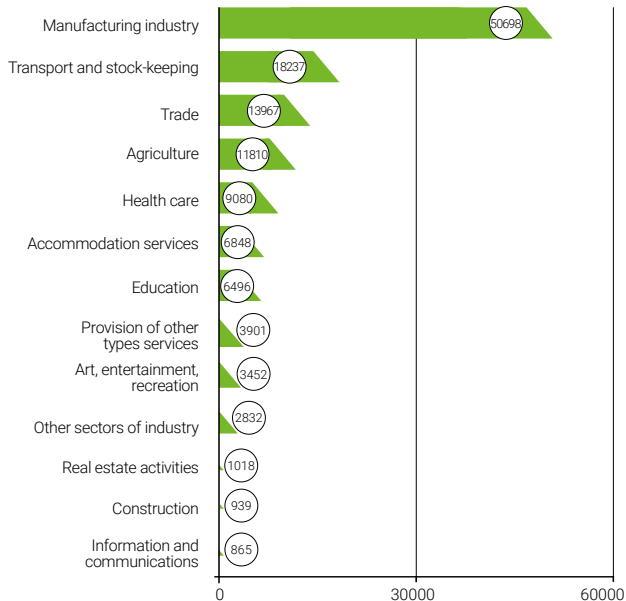
Amount of loans for guaranteed projects by regions, as of 01.01.2018, KZT mln



Number of guaranteed projects by type of economic activity, as of 01.01.2018, units



Amount of loans for guaranteed projects by type of economic activity, as of 01.01.2018, KZT mln



2. PROGRAMS ON THE DEVELOPMENT OF ENTREPRENEURS' COMPETENCE

2.1. Support for start-ups

Project "Support for setting up new businesses"

In 2017, in the framework of the Project "Support for Opening a New Business" 1401 people were trained, 189 private businesses were created, 22 applications for funding were approved.

Project "Startup Academy"

This project aims at providing accelerated support for start-ups and the creation of favourable conditions for their development. In 2016, 4 Start-up Academies were organized in Astana, Atyrau, Almaty, Pavlodar. In 2017, 419 people were trained, of which 56 started their businesses, 47 start-up projects were involved in the Fund's financial programs, and 49 projects were supported by private investments / grants.

2.2. Support and development of entrepreneurship of people with disabilities

Damu-Komek program

As of 01.01.2018, 2,475 applications were posted on the site, of which 2,116 applications by disabled entrepreneurs were provided with sponsor support. Basically they consist of sewing equipment, computers and office equipment, equipment for shoe shops, as well as equipment for the production of furniture. Separately, the number of new applications submitted for 2017 amounted to 226 pcs and assistance was provided on 249 applications.

Project "Development of entrepreneurial skills in women with disabilities"

The target audience of the project are women with disabilities and their employers: for the former, the Project provides psychological and professional training - trains and provides internships, support during employment; and for the latter it helps reduce risks associated with hiring an employee with disabilities, provide advice and practical information.

In the framework of the project "Development of entrepreneurial skills of women with disabilities" in 2017:

- 1) within the 1st stage of the training, 1,231 women with disabilities were trained;
- 2) within the 2nd stage of the training, 90 women with disabilities were trained;

3. in October, 3-days of training for trainers were held;

4) On September 19th, one talk show with the participation of women with disabilities "Jana Kun" was produced at the Khabar TV channel;

5) On 22nd of December a round table was held in Almaty on the topic: "Assistance in promoting the capabilities of socially vulnerable women for employment, entrepreneurship and other forms of commercial activities."

6) 45 women with disabilities were employed and 5 started their own business.

2.3. Monitoring of business support services and training of top management of SMEs.

Service support for existing business

As of 01.01.2018, the number of participants in the "SME Top Management Training" Project was 2,525 people, including 421 entrepreneurs trained in 2017.

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2.4. Creating conditions for qualitative development of domestic entrepreneurship

Consulting by the Entrepreneurs' competence centers

As of January 1, 2018, 273,000 SMEs and individuals received 438,400 consultations through 18 Entrepreneurs' service centers since their opening, compared to 2017, when 64,086 clients received 87,024 consultations.

From the outset of the Program, 52,100 entrepreneurs and individuals have got 73,500 consultations through Mobile Business Support Centers. In particular, as many as 10,046 clients received 12,712 consultations in 2017.

Business-portal services

For 2017, Business-portal has achieved the following results: number of views – 2,7 mln times, number of visitors – 1,1 mln times, number of online and offline-consultations – 2,163 thou. unit.

Call-center

In 2017, the Call-Centre served 42,679 customers.

Distance learning

In 2017, the Fund launched the web-based distance learning to stimulate entrepreneurial activity and increase entrepreneurial competencies of people in the regions of Kazakhstan, to

expand people's involvement in entrepreneurship support programs, including engaging entrepreneurs to participate in the Financial Programs of the Fund. In 2017, as many as 3,337 people were trained in the Kazakh and Russian languages.

5 NEW TOOLS TO SUPPORT SMALL AND MEDIUM-SIZED ENTERPRISES

In 2018, implementation of the new tools to support entrepreneurship by "Damu" Fund will be associated with the implementation of new tasks, as set out in the state programmes, as well as with the execution of plans for automation of processes, strengthening of the nonfinancial support tools and increasing extra-budgetary funding programs for concessional financing to SMEs.

- 1) Soft-term lending and guaranteeing microcredits under the Program for the development of productive employment and large-scale entrepreneurship for 2017-2021;
- 2) New terms of the subsidized interest rates instrument;
- 3) New terms of the credit guarantee instrument;
- 4) Financing of SMEs through new borrowings from international financial organizations and local budgets.

New tools of "Damu" Fund would include:

