



On approval of the Methodology for monitoring the implementation of providing service support for the current business activities

Invalidated Unofficial translation

Order of the Minister of National Economy of the Republic of Kazakhstan dated June 24, 2019 no. 59. Registered with the Ministry of Justice of the Republic of Kazakhstan on June 26, 2019 no. 18894. Abolished by the Order of the Minister of National Economy of the Republic of Kazakhstan dated 26.10.2022 No. 75

Unofficial translation

Footnote. Abolished by the Order of the Minister of National Economy of the Republic of Kazakhstan dated 26.10.2022 No. 75 (effective after ten calendar days after the date of its first official publication).

In accordance with clause 201 of the State Program of Support and Development of Business "The Business Road Map 2020", approved by the decree of the Government of the Republic of Kazakhstan dated August 25, 2018 no. 522, I HEREBY ORDER:

1. approve the attached Methodology for monitoring the implementation of providing service support for the current business activities.

2. To declare to be no longer in force the order of the Minister of National Economy of the Republic of Kazakhstan dated August 13, 2015 no. 606 "On approval of the Methodology for monitoring the implementation of providing service support for the current business activities" (registered with the Register of State Registration of Regulatory Legal Acts as no. 12086, published on October 1, 2015 in "Adilet" Information Legal System).

3. The Department of State Support for Entrepreneurship in accordance with the procedure established by law shall ensure:

1) state registration of this order with the Ministry of Justice of the Republic of Kazakhstan;

2) within ten calendar days from the date of state registration of this order with the Ministry of Justice of the Republic of Kazakhstan, direction of it in Kazakh and Russian languages to the Republican State Enterprise on the right of economic management "Institute of Legislation and Legal Information of the Republic of Kazakhstan" of the Ministry of Justice of the Republic of Kazakhstan for official publication and placement in the Reference Control Bank of the Regulatory Legal Acts of the Republic of Kazakhstan;

3) posting this order on the Internet resource of the Ministry of National Economy of the Republic of Kazakhstan;

4) Within ten working days from the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan submission to the Legal Department of the Ministry of National Economy of the Republic of Kazakhstan of information on the implementation of measures provided for in sub-clauses 1), 2) and 3) of this clause.

4. Control over execution of this order shall be entrusted to the supervising vice-minister of National Economy of the Republic of Kazakhstan.

5. This order shall come into force upon expiry of ten calendar days after the date of its first official publication.

*Minister of National Economy
of the Republic of Kazakhstan*

R. Dalenov

Approved by the order of the
Minister of National Economy
of the Republic of Kazakhstan
dated June 24, 2019 no. 59

Methodology for monitoring the implementation of providing service support for the current business activities

Chapter 1. General Provisions

1. This Methodology for monitoring the implementation of providing service support for the current business activities (hereinafter referred to as the Methodology) have been developed in accordance with clause 201 of the State Program of Support and Development of Business "The Business Road Map 2020", approved by the decree of the Government of the Republic of Kazakhstan dated August 25, 2018 no. 522 (hereinafter referred to as the Program) and intended for monitoring of providing service support for the current business activities (hereinafter referred to as the service support).

2. The following terms and definitions shall be used in this Methodology:

Entrepreneurs service centers – An infrastructure complex for providing state support measures to entrepreneurs and the population with an entrepreneurial initiative, created at the regional branches of a financial agency and / or created at the chambers of entrepreneurs of regions, cities of republican significance, the capital, local executive bodies with local budget funds;

Entrepreneurs support centers – an infrastructure complex, on the basis of which training, information support, consulting and marketing services, economic and technological expertise of projects of small and medium businesses are carried out;

mobile centers for entrepreneurs support – specially equipped buses of the financial agency, aimed at providing small and medium-sized businesses and the population

with entrepreneurial initiative of rural settlements, off-site information and consulting services on instruments of state support for entrepreneurial activity;

a customer – a subject of small and medium businesses, obtained services under implementation of service support;

a financial agency – "Damu" Entrepreneurship Development Fund" Joint Stock Company, performing the implementation and monitoring of financial support under the Program;

an operator of non-financial support– "Atameken" National Chamber of Entrepreneurs of the Republic of Kazakhstan, carrying out state non-financial support to entrepreneurs under the fourth direction of the Program, except for components " Co-financing of consulting projects of leading enterprises by attracting external consultants (European Bank for Reconstruction and Development Program to support small and medium businesses of the Republic of Kazakhstan)", " Training of top management of small and medium businesses";

an authorized body – an authorized body for entrepreneurship.

Chapter 2. Monitoring the implementation of providing service support

3. The Operator of non-financial support shall implement service support in accordance with clauses 196-202 and 279-285 of the Program.

4. The Financial agency shall monitor the implementation of service support, the source of which is the information about the course of implementation of service support in the form according to annex 1 to this Methodology.

5. Monitoring the implementation of providing service support shall provides for:

1) analysis of statistical indicators, including verification and processing of the following indicators:

the number of customers who received services in the regional context;

the number of customers who received services in the regional context;

the number of customers who received services in the context of the economy by regions;

the number of customer enterprises in the context of organizational form by regions

;

the number of customers who received services in the context of gender by regions (in the case of one customer requesting services from several companies, the gender of this customer is taken into account once);

the number of customers in the context of age category (in the case of one customer applying for services from several companies, the age category of this customer is taken into account once);

the number of customers, received services for the category of entrepreneur in the regional context;

quantitative indicators for the list of services provided in the regional context;
the number of services provided by the operator of non-financial support;
the number of services provided online;

2) audit of the quality of service support implementation conducted by telephone interviewing customers with a financial agency through a regional branch network and / or Call center of a financial agency, by assessing customer satisfaction and analyzing the demand for financial instruments of state support according to the following criteria :

indicators for assessing the quality of services received and (or) consultations;
indicators of satisfaction of the received service and (or) consultation;
interest of customers in obtaining financial instruments of state support.

6. The information resource for monitoring shall be:

register of services provided, formed by the information system of the operator of non-financial support on the basis of signed acts of services rendered by electronic digital signature register of services provided, formed by the information system of the operator of non-financial support on the basis of signed acts of services rendered by electronic digital signature or confirmed by the identification of the customer through the method of two (three) factor authentication, confirming the provision of services online (hereinafter referred to as the Register services). In this Service Register, operator of non-financial support shall also enter information on services provided offline. At the same time, a financial agency for monitoring shall form the Service Register from the information system of the operator of non-financial support;

Register of questionnaires for assessing the quality of services provided online (hereinafter referred to as the Register of questionnaires) generated by the information system of the operator of non-financial support based on questionnaires for assessing the quality of services provided in the form according to annex 2 to this Methodology, where customers shall evaluate the quality of online services. At the same time, a financial agency for monitoring shall form the Service Register from the information system of the operator of non-financial support.

7. The operator of non-financial support shall form monthly in its own information system a Register of Services as of the first day of the month following the reporting month.

8. The financial agency, in case of detection of incorrect data entry and (or) poor-quality filling of the Service Register, shall send a notification letter to the operator of non-financial support within 1 (one) working day.

9. The operator of non-financial support within 3 (three) working days from the date of receipt of notification letter shall eliminate comments, in particular through its information system shall make corrections in the Register of Services.

10. The financial agency shall form a report on monitoring the implementation of service support (hereinafter referred to as the Report) for the reporting period without including data provided by the operator of non-financial support in violation of the deadline specified in clause 7 of this Methodology.

11. The financial agency shall verify the correctness of execution of service delivery certificates in the information system of the operator of non-financial support, their compliance with the date of provision of services, list of provided services, indicated in the Register of Services provided on the portal of the operator of non-financial support.

In the event if the data specified in the Register of Services is not confirmed by the relevant acts of the services provided in the information system of the operator of non-financial support, as well as not correspond to the date and (or) the list of services rendered, then this information shall be excluded from the Register of Services and shall not be taken into account by the financial agency when compiling the Report.

12. The financial agency on a quarterly basis no later than 12 day of the month following the reporting period, and the final Report with inclusion of the Report for the fourth quarter as of December 1 of the reporting period no later than December 10, of the reporting year, shall send the Report to the authorized body in the form according to annex 3 to this Methodology.

13. The Report shall be provided by the financial agency in hard copy and on electronic media. An electronic media shall be deemed CDs, DVDs and (or) USB flash drives. The Report shall be submitted to the authorized body by official letter and registered in the office of the authorized body.

14. In the Report, the financial agency shall reflect the cases of non-compliance by the operator of non-financial support to the terms of formation of the Register of Services, stipulated by clause 7 of this Methodology.

15. Analysis of quality indicators shall be carried out according to the Register of profiles, as well as through a telephone survey of customers.

16. A telephone survey shall provide for an assessment of the quality of the received service and analysis of customers' satisfaction with the implementation of service support by processing and analyzing the results of the survey according to the list of questions for a telephone survey conducted as part of monitoring the implementation of service support, provided for in annex 4 to this Methodology.

Annex 1
to the Methodology for monitoring
the implementation of providing
service support for the current
business activities
Form

Information on the course of implementation of service support

Region / city of the republic and the significance and the capital	Settlement (territorial division) where the service is provided	Place of service provision	Name of the enterprise of the customer	Surname, name and patronymic (if any) of the customer	IIN of IE/BIN of SMB	Customer's gender	Customer's date of birth	Customer's age	Disability of the customer	Form of entity	Category of the entrepreneur
--	---	----------------------------	--	---	----------------------	-------------------	--------------------------	----------------	----------------------------	----------------	------------------------------

Table continued

Branch by CCEA of the customer's enterprise	Sub-branch by CCEA of the customer's enterprise	Name of specialized service	Name of subtype of specialized service	Surname, name, patronymic (if any) of the manager of the operator of non-financial support that provided the service	Date of request / start of service	Date of completion / end of service	Customer's work phone	Customer's mobile phone	Customer's e-mail
---	---	-----------------------------	--	--	------------------------------------	-------------------------------------	-----------------------	-------------------------	-------------------

Note:

SMB – small medium business

CCEA – Common Classifier of Economic Activity

Annex 2
to the Methodology for monitoring
the implementation of providing
service support for the current
business activities
Form

Questionnaire for assessing the quality of services provided

Surname, name and patronymic (if any) of the customer _____	Surname, name and patronymic of the manager of the operator of non-financial support, provided the service: _____
--	--

Indicate the name of received type of specialized service and sub-type:

Rate the quality of service / consultation received:

Aspects	Assessment
The degree of usefulness of the consultation	1 2 3 4 5

The quality of the organization of the consultation process	1 2 3 4 5
To what extent did you meet your expectations from the consultation?	1 2 3 4 5
Satisfaction with the quality of services	1 2 3 4 5

Purpose of the reference (underline as necessary):

<input type="checkbox"/>	To open a new line of business
<input type="checkbox"/>	To increase production
<input type="checkbox"/>	To develop new markets
<input type="checkbox"/>	Improvement of the quality of goods and services

What kind of financial support would you like to receive (note as necessary)?

Subsidizing interest rate of remuneration	Providing guarantees for obtaining a loan	Receipt of grant financing	Providing guarantees for first-time entrepreneur
---	---	----------------------------	--

Which financial support would you like to obtain (mark as necessary)?

Getting advice on participating in entrepreneurship support programs	
Short-term training on the basics of doing business under "Business – Consultant" project	
Short-term training on the functional directions of developing entrepreneurial activities under "Business-Growth" project.	
Participation in "School of young entrepreneur" project	
Advanced training for specialists, top-managers of enterprises	
Establishment of business connections with foreign partners	
Attracting highly qualified foreign experts on the implementation of new management methods, production technologies, equipment and staff training ("Supervising Seniors")	
Co-financing of consulting projects of leading enterprises by attracting external consultants	

Date of completion: Surname, name and patronymic (if any) and signature of the customer:

Report on monitoring of implementation of service support

1. Introduction: general information about implementation of "Provision of service support of maintenance of existing entrepreneurial activity" instrument.

2. Analysis of statistical indicators, including verification and processing of the following indicators:

- the number of customers who received services in the regional context;
- the number of customers who received services in the regional context;
- the number of customers who received services in the context of the economy by regions;
- the number of customer enterprises in the context of organizational form by regions ;
- the number of customers who received services in the context of gender by regions (in the case of one customer requesting services from several companies, the gender of this customer is taken into account once);
- the number of customers in the context of age category (in the case of one customer applying for services from several companies, the age category of this customer is taken into account once);
- the number of customers, received services for the category of entrepreneur in the regional context;
- quantitative indicators for the list of services provided in the regional context;
- the number of services provided by the operator of non-financial support;
- the number of services provided online.

2) Audit of the quality of service support implementation conducted by telephone interviewing customers with a financial agency through a regional branch network and / or Call center of a financial agency, by assessing customer satisfaction and analyzing the demand for financial instruments of state support according to the following criteria :

- indicators for assessing the quality of services received and (or) consultations;
- indicators of satisfaction of the received service and (or) consultation;
- interest of customers in obtaining financial instruments of state support.

4. Conclusion: key observations and suggestions.

Annex 4
to the Methodology for monitoring
the implementation of providing
service support for the current
business activities

List of questions for a telephone survey conducted under the monitoring of implementation of service support

1. Did you receive a consultation or a service on _____ date at _____ (name of the Entrepreneurship Service Center, the Entrepreneurship Support Center or settlement, if the service is provided through the Mobile Entrepreneurship Support Centers).

2. How do you assess the quality of the received service and (or) consultation according to 5-point scale? (where 1 is poor, 5 is excellent)

3. Was the service and (or) consultation received useful in your business?

<input type="checkbox"/>	No, it was useless
<input type="checkbox"/>	Yes, it was partially useful
<input type="checkbox"/>	Yes, it was useful

4. Are you interested in obtaining financial instruments of state support?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No