



Online Application Statistics Kuala Terengganu City Council 2018



No.	Online Services	Transaction Number																							
		Jan	%	Feb	%	March	%	Apr	%	May	%	June	%	July	%	August	%	Sept	%	Okt	%	Nov	%	Dec	%
1.	e- Payment																								
	BSN	49	47	51	52	52	50	61	62	51	45	51	45	48	40	59	51	55	47	37	38	51	45	51	45
	Online Tax	56	53	47	48	51	50	37	38	62	55	63	55	71	60	57	49	62	53	61	62	62	55	63	55
	TOTAL	105	100	98	100	103	100	98	100	113	100	114	100	119	100	116	100	117	100	98	100	113	100	114	100
2.	Complaints Report & Checkings	35	5	29	5	31	5	17	17	41	32	43	38	18	17	23	21	18	17	23	23	41	32	43	38
3.	e- Complaint	35	5	29	5	31	5	14	14	32	24	28	24	11	11	12	11	11	11	17	17	32	24	28	24
4.	e-Submission	295	45	286	45	276	45	39	40	28	21	24	21	45	43	50	47	45	43	38	37	28	21	24	21
5.	OSC Online	295	45	286	45	276	45	28	29	31	23	19	17	27	26	21	20	27	26	22	22	31	23	19	17
6.	My SMS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	3	3	1	1	0	0	0	0
	TOTAL	660	100	630	100	614	100	98	100	100	100	114	100	101	100	107	100	104	100	101	100	100	100	114	100
Update end of every month																									