



Online Application Statistics Kuala Terengganu City Council 2019



No.	Online Services	Transaction Number																							
		Jan	%	Feb	%	March	%	Apr	%	May	%	June	%	July	%	August	%	Sept	%	Okt	%	Nov	%	Dec	%
1.	e- Payment																								
	BSN	51	100	48	100	59	100	63	100	46	100	51	100	41	100	52	100	43	100	49	100	52	100	49	100
	Online Tax	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	51	100	48	100	59	100	63	100	45	100	51	100	41	100	52	100	43	100	49	100	52	100	49	100
2.	Complaints Report & Checkings	41	32	18	18	23	22	32	33	28	31	31	33	42	38	39	37	44	40	46	41	51	43	35	31
3.	e- Complaint	32	24	11	11	12	11	33	34	31	34	29	31	28	26	29	28	34	31	28	25	26	21	31	27
4.	e-Submission	28	21	45	46	50	47	19	20	18	20	16	17	18	17	15	14	13	12	20	18	22	18	23	20
5.	OSC Online	31	23	27	27	21	20	12	13	14	15	17	19	21	19	22	21	19	17	18	16	22	18	24	22
6.	My SMS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	132	100	101	100	106	100	96	100	91	100	93	100	109	100	105	100	110	100	112	100	121	100	113	100

Update end of every month