



## Online Application Statistics Kuala Terengganu City Council 2015



No.	Online Services	Transaction Number																							
		Jan	%	Feb	%	March	%	Apr	%	May	%	June	%	July	%	August	%	Sept	%	Okt	%	Nov	%	Dec	%
1.	e- Payment																								
	BSN	61	62	55	47	48	40	49	45	46	67	64	60	48	40	59	51	55	47	37	38	51	45	51	45
	Online Tax	37	38	62	53	71	60	59	55	23	33	42	40	71	60	57	49	62	53	61	62	62	55	63	<b>55</b>
	<b>TOTAL</b>	<b>98</b>	<b>100</b>	<b>117</b>	<b>100</b>	<b>119</b>	<b>100</b>	<b>108</b>	<b>100</b>	<b>69</b>	<b>100</b>	<b>106</b>	<b>100</b>	<b>119</b>	<b>100</b>	<b>116</b>	<b>100</b>	<b>117</b>	<b>100</b>	<b>98</b>	<b>100</b>	<b>113</b>	<b>100</b>	114	<b>100</b>
2.	Complaints Report & Checkings	17	17	18	17	13	13	16	17	6	10	22	18	18	17	23	21	18	17	23	23	41	32	43	38
3.	e- Complaint	14	14	11	11	9	9	9	10	17	27	19	16	11	11	12	11	11	11	17	17	32	24	28	<b>24</b>
4.	e-Submission	39	40	45	43	41	42	37	39	15	24	53	45	45	43	50	47	45	43	38	37	28	21	24	<b>21</b>
5.	OSC Online	28	29	27	26	32	33	31	33	22	35	24	20	27	26	21	20	27	26	22	22	31	23	19	<b>17</b>
6.	My SMS	0	0	3	3	3	3	1	1	3	55	1	1	3	3	1	1	3	3	1	1	0	0	0	<b>0</b>
	<b>TOTAL</b>	<b>98</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>98</b>	<b>100</b>	<b>94</b>	<b>100</b>	<b>63</b>	<b>100</b>	<b>119</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>107</b>	<b>100</b>	<b>104</b>	<b>100</b>	<b>101</b>	<b>100</b>	<b>100</b>	<b>100</b>	114	<b>100</b>
<b>Update end of every month</b>																									