



## Online Application Statistics Kuala Terengganu City Council 2016



No.	Online Services	Transaction Number																							
		Jan	%	Feb	%	March	%	Apr	%	May	%	June	%	July	%	August	%	Sept	%	Okt	%	Nov	%	Dec	%
1.	e- Payment																								
	BSN	64	60	51	45	59	51	63	53	46	47	51	57	53	56	49	52	47	48	61	54	59	55	63	55
	Online Tax	42	40	62	55	57	49	55	47	51	53	39	43	42	44	45	48	51	52	53	46	49	45	52	<b>45</b>
	<b>TOTAL</b>	<b>106</b>	<b>100</b>	113	100	<b>116</b>	<b>100</b>	<b>118</b>	<b>100</b>	<b>97</b>	<b>100</b>	<b>90</b>	<b>100</b>	<b>95</b>	<b>100</b>	<b>94</b>	<b>100</b>	<b>98</b>	<b>100</b>	<b>114</b>	<b>100</b>	<b>108</b>	<b>100</b>	115	<b>100</b>
2.	Complaints Report & Checkings	22	18	41	32	23	21	32	33	28	31	31	33	36	38	42	38	39	34	29	30	41	31	41	30
3.	e- Complaint	19	16	32	24	12	11	33	34	31	34	29	32	25	26	33	31	29	25	36	36	42	32	52	<b>38</b>
4.	e-Submission	53	45	28	21	50	47	19	20	18	20	16	17	19	20	10	10	21	18	14	14	22	17	21	<b>16</b>
5.	OSC Online	24	20	31	23	21	20	12	12	14	15	17	18	15	16	21	19	25	22	19	19	23	18	21	<b>16</b>
6.	My SMS	1	1	0	0	1	1	1	1	0	0	0	0	0	0	2	2	1	1	1	1	2	2	0	<b>0</b>
	<b>TOTAL</b>	<b>119</b>	<b>100</b>	100	100	<b>107</b>	<b>100</b>	<b>97</b>	<b>100</b>	<b>91</b>	<b>100</b>	<b>93</b>	<b>100</b>	<b>95</b>	<b>100</b>	<b>108</b>	<b>100</b>	<b>115</b>	<b>100</b>	<b>99</b>	<b>100</b>	<b>130</b>	<b>100</b>	<b>135</b>	<b>100</b>

Update end of every month