



Online Application Statistics Kuala Terengganu City Council 2017



No.	Online Services	Transaction Number																							
		Jan	%	Feb	%	March	%	Apr	%	May	%	June	%	July	%	August	%	Sept	%	Okt	%	Nov	%	Dec	%
1.	e- Payment																								
	BSN	53	56	61	54	58	49	49	56	42	50	47	55	39	43	50	45	49	50	53	48	55	47	61	49
	Online Tax	42	44	51	46	60	51	39	44	42	50	38	45	51	57	60	55	49	50	58	52	61	53	64	51
	TOTAL	95	100	112	100	118	100	88	100	84	100	85	100	90	100	110	100	98	100	111	100	116	100	125	100
2.	Complaints Report & Checkings	25	26	45	9	51	10	32	7	44	7	29	5	41	6	29	4	24	4	38	6	45	7	54	7
3.	e- Complaint	25	26	45	9	51	10	32	7	44	7	29	5	41	6	29	4	24	4	38	6	45	7	54	7
4.	e-Submission	19	20	201	41	195	40	188	43	256	43	244	45	278	44	295	46	291	46	290	44	284	43	306	43
5.	OSC Online	15	16	201	41	195	40	188	43	256	43	244	45	278	44	295	46	291	46	290	44	284	43	306	43
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	95	100	492	100	492	100	440	100	600	100	546	100	638	100	648	100	630	100	656	100	658	100	720	100

Update end of every month