



## 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	<b>55</b>	71	60	57	49	62	53	61	62	62	55	63	<b>55</b>
	<b>TOTAL</b>	<b>105</b>	<b>100</b>	<b>98</b>	<b>100</b>	<b>103</b>	<b>100</b>	<b>98</b>	<b>100</b>	<b>113</b>	<b>100</b>	114	<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	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	<b>24</b>	11	11	12	11	11	11	17	17	32	24	28	<b>24</b>
4.	e-Submission	295	45	286	45	276	45	39	40	28	21	24	<b>21</b>	45	43	50	47	45	43	38	37	28	21	24	<b>21</b>
5.	OSC Online	295	45	286	45	276	45	28	29	31	23	19	<b>17</b>	27	26	21	20	27	26	22	22	31	23	19	<b>17</b>
6.	My SMS	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>	0	0	1	1	3	3	1	1	0	0	0	<b>0</b>
	<b>TOTAL</b>	<b>660</b>	<b>100</b>	<b>630</b>	<b>100</b>	<b>614</b>	<b>100</b>	<b>98</b>	<b>100</b>	<b>100</b>	<b>100</b>	114	<b>100</b>	<b>101</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>																									