



Online Application Statistics Kuala Terengganu City Council 2022



No.	Online Services	Transaction Number																							
		Jan	%	Feb	%	March	%	Apr	%	May	%	June	%	July	%	August	%	Sept	%	Okt	%	Nov	%	Dec	%
1.	e-Payment																								
	BSN	63	55	51	100	41	100	49	45	46	67	64	60	48	40	59	51	55	47	37	38	51	45	51	45
	Online Tax	52	45	0	0	0	0	59	55	23	33	42	40	71	60	57	49	62	53	61	62	62	55	63	55
	TOTAL	115	100	51	100	41	100	108	100	69	100	106	100	119	100	116	100	117	100	98	100	113	100	114	100
2.	Complaints Report & Checkings	41	30	31	33	42	38	16	17	6	10	22	18	18	17	23	21	18	17	23	23	41	32	43	38
3.	e-Complaint	52	38	29	31	28	26	9	10	17	27	19	16	11	11	12	11	11	11	17	17	32	24	28	24
4.	e-Submission	21	16	16	17	18	17	37	39	15	24	53	45	45	43	50	47	45	43	38	37	28	21	24	21
5.	OSC Online	21	16	17	19	21	19	31	33	22	35	24	20	27	26	21	20	27	26	22	22	31	23	19	17
6.	My SMS	0	0	0	0	0	0	1	1	3	55	1	1	3	3	1	1	3	3	1	1	0	0	0	0
	TOTAL	135	100	93	100	109	100	94	100	63	100	119	100	104	100	107	100	104	100	101	100	100	100	114	100

Update end of every month