



Online Application Statistics Kuala Terengganu City Council 2023



No.	Online Services	Transaction Number																								
		Jan	%	Feb	%	March	%	Apr	%	May	%	June	%	July	%	August	%	Sept	%	Okt	%	Nov	%	Dec	%	
1.	e- Payment																									
	BSN	41	100	52	100	43	100	52	50	61	62	48	100	47	100	55	47	61	100	59	100	59	51	63	53	
	Online Tax	0	0	0	0	0	0	51	50	37	38	0	0	0	0	61	53	0	0	0	0	57	49	55	47	
	TOTAL	41	100	52	100	43	100	103	100	98	100	48	100	47	100	116	100	61	100	59	100	116	100	118	100	
2.	Complaints Report & Checkings	42	38	39	37	44	40	31	5	17	17	14	19	13	21	45	7	19	25	23	22	23	21	32	33	
3.	e- Complaint	28	26	29	28	34	31	31	5	14	14	14	19	13	21	45	7	19	25	12	11	12	11	33	34	
4.	e- Submission	18	17	15	14	13	12	276	45	39	40	23	31	18	29	284	43	19	25	50	47	50	47	19	20	
5.	OSC Online	21	19	22	21	19	17	276	45	28	29	23	31	18	29	284	43	19	25	21	20	21	20	12	12	
6.	My SMS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
	TOTAL	109	100	105	100	110	100	614	100	98	100	74	100	62	100	658	100	76	100	106	100	107	100	97	100	
Update end of every month																										