



Online Application Statistics Kuala Terengganu City Council 2024



| No. | Online Services | Transaction Number | | | | | | | | | | | | | | | | | | | | | | | |
|-----|-------------------------------|--------------------|------------|------------|------------|------------|------------|-----------|------------|------------|------------|------------|------------|------------|------------|-----------|------------|-----------|------------|-----------|------------|------------|------------|------------|------------|
| | | Jan | % | Feb | % | March | % | Apr | % | May | % | June | % | July | % | August | % | Sept | % | Okt | % | Nov | % | Dec | % |
| 1. | e- Payment | | | | | | | | | | | | | | | | | | | | | | | | |
| | BSN | 51 | 100 | 41 | 100 | 63 | 55 | 43 | 74 | 59 | 55 | 51 | 45 | 51 | 45 | 61 | 100 | 60 | 100 | 48 | 100 | 42 | 50 | 47 | 55 |
| | Online Tax | 0 | 0 | 0 | 0 | 52 | 45 | 15 | 26 | 49 | 45 | 62 | 55 | 63 | 55 | 0 | 0 | 0 | 0 | 0 | 0 | 42 | 50 | 38 | 45 |
| | TOTAL | 51 | 100 | 41 | 100 | 115 | 100 | 58 | 100 | 108 | 100 | 113 | 100 | 114 | 100 | 61 | 100 | 60 | 100 | 48 | 100 | 84 | 100 | 85 | 100 |
| 2. | Complaints Report & Checkings | 31 | 33 | 42 | 38 | 41 | 30 | 15 | 23 | 41 | 31 | 41 | 32 | 43 | 38 | 19 | 25 | 15 | 21 | 16 | 15 | 44 | 7 | 29 | 5 |
| 3. | e- Complaint | 29 | 31 | 28 | 26 | 52 | 38 | 21 | 33 | 42 | 32 | 32 | 24 | 28 | 24 | 19 | 25 | 15 | 21 | 16 | 15 | 44 | 7 | 29 | 5 |
| 4. | e- Submission | 16 | 17 | 18 | 17 | 21 | 16 | 15 | 23 | 22 | 17 | 28 | 21 | 24 | 21 | 19 | 25 | 20 | 29 | 29 | 35 | 256 | 43 | 244 | 45 |
| 5. | OSC Online | 17 | 19 | 21 | 19 | 21 | 16 | 13 | 21 | 23 | 18 | 31 | 23 | 19 | 17 | 19 | 25 | 20 | 29 | 29 | 35 | 256 | 43 | 244 | 45 |
| | TOTAL | 93 | 100 | 109 | 100 | 135 | 100 | 64 | 100 | 130 | 100 | 100 | 100 | 114 | 100 | 76 | 100 | 70 | 100 | 82 | 100 | 600 | 100 | 546 | 100 |

Update end of every month