



## 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	<b>100</b>	41	<b>100</b>	49	45	46	67	64	60	48	40	59	51	55	47	37	38	51	45	51	45
	Online Tax	52	<b>45</b>	0	0	0	0	59	55	23	33	42	40	71	60	57	49	62	53	61	62	62	55	63	<b>55</b>
	<b>TOTAL</b>	<b>115</b>	<b>100</b>	<b>51</b>	<b>100</b>	<b>41</b>	<b>100</b>	<b>108</b>	<b>100</b>	<b>69</b>	<b>100</b>	<b>106</b>	<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>	<b>114</b>	<b>100</b>
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	<b>38</b>	29	31	28	26	9	10	17	27	19	16	11	11	12	11	11	11	17	17	32	24	28	<b>24</b>
4.	e-Submission	21	<b>16</b>	16	17	18	17	37	39	15	24	53	45	45	43	50	47	45	43	38	37	28	21	24	<b>21</b>
5.	OSC Online	21	<b>16</b>	17	19	21	19	31	33	22	35	24	20	27	26	21	20	27	26	22	22	31	23	19	<b>17</b>
6.	My SMS	0	<b>0</b>	0	0	0	0	1	1	3	55	1	1	3	3	1	1	3	3	1	1	0	0	0	<b>0</b>
	<b>TOTAL</b>	<b>135</b>	<b>100</b>	<b>93</b>	<b>100</b>	<b>109</b>	<b>100</b>	<b>94</b>	<b>100</b>	<b>63</b>	<b>100</b>	<b>119</b>	<b>100</b>	<b>104</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>	<b>114</b>	<b>100</b>

Update end of every month