



Online Application Statistics Kuala Terengganu City Council 2020



No.	Online Services	Transaction Number																								
		Jan	%	Feb	%	March	%	Apr	%	May	%	June	%	July	%	August	%	Sept	%	Okt	%	Nov	%	Dec	%	
1.	e-Payment																									
	BSN	56	100	61	100	60	100	48	100	45	100	50	100	39	100	39	100	48	100	47	100	55	47	61	49	
	Online Tax	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	61	53	64	51
	TOTAL	56	100	61	100	60	100	48	100	45	100	50	100	39	100	39	100	48	100	47	100	116	100	125	100	
2.	Complaints Report & Checkings	20	24	19	25	15	21	16	15	10	15	21	26	22	28	16	20	14	19	13	21	45	7	54	7	
3.	e-Complaint	20	24	19	25	15	21	16	15	10	15	21	26	22	28	16	20	14	19	13	21	45	7	54	7	
4.	e-Submission	21	26	19	25	20	29	29	35	24	35	20	24	18	22	24	30	23	31	18	29	284	43	306	43	
5.	OSC Online	21	26	19	25	20	29	29	35	24	35	20	24	18	22	24	30	23	31	18	29	284	43	306	43	
6.	My SMS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
	TOTAL	82	100	76	100	70	100	82	100	68	100	82	100	80	100	80	100	74	100	62	100	658	100	720	100	
Update end of every month																										