



Online Application Statistics Kuala Terengganu City Council 2021



No.	Online Services	Transaction Number																							
		Jan	%	Feb	%	March	%	Apr	%	May	%	June	%	July	%	August	%	Sept	%	Okt	%	Nov	%	Dec	%
1.	e- Payment																								
	BSN	39	100	39	100	48	100	47	100	48	40	59	51	61	62	51	45	51	45	61	100	48	100	45	100
	Online Tax	0	0	0	0	0	0	0	0	71	60	57	49	37	38	62	55	63	55	0	0	0	0	0	0
	TOTAL	39	100	39	100	48	100	47	100	119	100	116	100	98	100	113	100	114	100	61	100	48	100	45	100
2.	Complaints Report & Checkings	22	28	16	20	14	19	13	21	13	13	23	21	17	17	41	32	43	38	19	25	14	19	10	15
3.	e- Complaint	22	28	16	20	14	19	13	21	9	9	12	11	14	14	32	24	28	24	19	25	14	19	10	15
4.	e- Submission	18	22	24	30	23	31	18	29	41	42	50	47	39	40	28	21	24	21	19	25	23	31	24	35
5.	OSC Online	18	22	24	30	23	31	18	29	32	33	21	20	28	29	31	23	19	17	19	25	23	31	24	35
6.	My SMS	0	0	0	0	0	0	0	0	3	3	1	1	0	0	0	0	0	0	0	0	0	0	0	0
	TOTAL	80	100	80	100	74	100	62	100	98	100	107	100	98	100	100	100	114	100	76	100	74	100	68	100
Update end of every month																									