



eGovernment Channels Statistics For the Year 2022

The eGovernment Channels Statistics provide critical insights into the preferences and behaviors of users interacting with digital government services in the Kingdom of Bahrain. These statistics play a key role in identifying emerging trends, enabling the government to proactively adapt and enhance service delivery.

The government places high value on constituent feedback and actively monitors public usage and engagement with its digital services and channels. This commitment ensures that services remain responsive, user-centric, and aligned with national digital transformation goals.

This document presents annual statistics across all eGovernment channels. The data is systematically analyzed and reported on a quarterly basis to the Ministerial Committee overseeing the eGovernment Program. Insights derived from this analysis inform strategic decisions and drive continuous improvement initiatives, implemented in collaboration with the relevant government entities.

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1. National Portal Statistics

2022 Statistics			
Date	Service Visits	Payment Transactions	Collected Amounts
January	3,070,922	199,789	BHD 47,804,359
February	3,158,071	190,960	BHD 45,736,224
March	3,741,448	214,497	BHD 48,868,361
April	3,246,786	185,934	BHD 52,452,984
May	3,937,386	226,512	BHD 57,763,972
June	4,179,671	246,339	BHD 53,992,356
July	3,678,943	212,083	BHD 55,235,670
August	4,438,476	236,321	BHD 59,953,812
September	3,997,457	234,760	BHD 54,763,570
October	3,680,384	235,013	BHD 67,127,451
November	3,414,833	222,993	BHD 52,934,351
December	2,860,844	213,747	BHD 53,134,695
Total	43,405,221	2,618,948	BHD 649,767,804

2. eGovernment App Store / Mobile Apps

2022 Statistics				
Date	Apps Usage	Downloads	Payment Transactions	Collected Amounts
January	33,428,173	355,333	95,606	BHD 4,129,995
February	27,781,933	235,291	76,691	BHD 3,223,662
March	15,907,145	185,347	77,916	BHD 3,477,929
April	7,546,030	157,758	79,226	BHD 3,562,063
May	6,952,822	163,106	84,292	BHD 4,511,251
June	7,369,836	204,989	91,694	BHD 6,051,977
July	6,155,904	157,304	87,591	BHD 5,988,531
August	5,319,478	145,924	92,229	BHD 7,414,112
September	4,932,606	149,664	88,458	BHD 6,817,017
October	4,714,884	146,197	94,887	BHD 6,973,980
November	4,157,494	133,207	87,958	BHD 5,759,470
December	4,029,652	234,953	98,133	BHD 5,394,949
Total	128,295,957	2,269,073	1,054,681	BHD 63,304,936

3. Government Services Contact Centre

2022 Statistics		
Date	Calls	Live Chat sessions
January	21,208	5,102
February	27,327	8,362
March	21,266	9,712
April	15,810	7,225
May	20,821	8,604
June	20,184	8,347
July	17,511	7,543
August	21,224	8,881
September	19,243	7,755
October	16,827	6,006
November	15,368	5,494
December	14,157	5,084
Total	230,946	88,115

4. Self-service Kiosks

2022 Statistics			
Date	Services Usage	Payment Transactions	Collected Amounts
January	2,638	331	BHD 12,300
February	4,067	587	BHD 22,083
March	3,138	417	BHD 14,587
April	3,286	388	BHD 23,331
May	4,363	755	BHD 32,366
June	4,914	726	BHD 40,741
July	3,588	406	BHD 29,410
August	3,912	516	BHD 40,568
September	3,132	341	BHD 32,229
October	2,156	243	BHD 24,458
November	2,967	345	BHD 26,090
December	1,847	193	BHD 10,711
Total	40,008	5,248	BHD 308,873

5. SADAD Kiosks

2022 Statistics		
Date	Payment Transactions	Collected Amounts
January	25,607	BHD 568,477
February	17,637	BHD 295,635
March	2,421	BHD 99,689
April	1,645	BHD 72,460
May	1,817	BHD 72,021
June	2,363	BHD 96,958
July	1,907	BHD 73,165
August	1,990	BHD 79,047
September	1,855	BHD 78,256
October	2,026	BHD 79,264
November	1,790	BHD 72,256
December	1,768	BHD 87,698
Total	62,826	BHD 1,674,925

6. TAM Kiosks

2022 Statistics		
Date	Payment Transactions	Collected Amounts
January	19,192	BHD 432,595
February	9,676	BHD 244,836
March	227	BHD 63,475
April	108	BHD 5,962
May	150	BHD 8,733
June	143	BHD 8,052
July	105	BHD 8,121
August	150	BHD 10,185
September	106	BHD 4,728
October	127	BHD 5,190
November	95	BHD 3,951
December	142	BHD 6,828
Total	30,221	BHD 802,657