



eGovernment Channels Statistics For the Year 2026

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

2026 Statistics			
Date	Service Visits	Payment Transactions	Collected Amounts
January	4,887,853	201,363	BHD 62,602,393
February	4,202,074	199,570	BHD 56,830,846
March	2,656,717	126,898	BHD 30,202,230
April			
May			
June			
July			
August			
September			
October			
November			
December			
Total	11,746,644	527,831	BHD 149,635,469

2. eGovernment App Store / Mobile Apps

2026 Statistics				
Date	Apps Usage	Downloads	Payment Transactions	Collected Amounts
January	4,699,418	277,982	159,884	BHD 5,959,289
February	5,511,401	253,574	156,996	BHD 5,962,567
March	4,678,216	208,614	125,245	BHD 4,886,122
April				
May				
June				
July				
August				
September				
October				
November				
December				
Total	14,889,035	740,170	442,125	BHD 16,807,978

3. Government Services Contact Centre

2026 Statistics		
Date	Calls	Live Chat sessions
January	16,413	12,534
February	14,534	10,661
March	14,512	11,869
April		
May		
June		
July		
August		
September		
October		
November		
December		
Total	45,459	35,064

4. SADAD Kiosks

2026 Statistics		
Date	Payment Transactions	Collected Amounts
January	-	-
February	-	-
March	-	-
April		
May		
June		
July		
August		
September		
October		
November		
December		
Total	-	BHD -

5. TAM Kiosks

2026 Statistics		
Date	Payment Transactions	Collected Amounts
January	154	BHD 524,356
February	171	BHD 493,448
March	441	BHD 454,719
April		
May		
June		
July		
August		
September		
October		
November		
December		
Total	766	BHD 1,472,523