



eGovernment Channels Statistics For the Year 2020

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

2020 Statistics			
Date	Service Visits	Payment Transactions	Collected Amounts
January	667,159	106,953	BHD 10,775,190
February	644,690	119,465	BHD 11,998,475
March	642,596	112,119	BHD 10,523,868
April	685,303	101,683	BHD 6,807,647
May	634,267	88,110	BHD 4,894,730
June	1,074,070	118,645	BHD 6,586,052
July	1,129,985	141,769	BHD 11,825,620
August	986,257	141,589	BHD 18,300,967
September	1,256,190	192,100	BHD 27,672,661
October	1,041,826	177,596	BHD 29,509,245
November	996,143	172,293	BHD 30,408,966
December	1,001,734	169,456	BHD 30,160,512
Total	10,760,220	1,641,778	BHD 199,463,934

2. eGovernment App Store / Mobile Apps

2020 Statistics				
Date	Apps Usage	Downloads	Payment Transactions	Collected Amounts
January	1,063,892	102,457	35,648	BHD 1,622,848
February	823,228	54,311	32,696	BHD 1,445,860
March	1,248,061	200,105	39,377	BHD 1,653,415
April	10,661,988	476,610	32,505	BHD 1,272,684
May	15,569,675	288,256	29,771	BHD 1,011,598
June	16,923,464	365,458	33,774	BHD 1,178,647
July	15,740,306	183,627	39,423	BHD 2,120,308
August	14,967,036	173,230	48,236	BHD 3,104,364
September	15,891,313	199,557	54,123	BHD 3,793,632
October	16,047,558	177,145	55,333	BHD 3,526,012
November	15,128,608	178,333	53,168	BHD 3,380,472
December	15,174,421	188,206	56,404	BHD 3,128,951
Total	139,239,550	2,587,295	510,458	BHD 27,238,790

3. Government Services Contact Centre

2020 Statistics				
Date	Calls	Live Chat sessions	Payment Transactions	Collected Amounts
January	16,180	4,603	6	BHD 264
February	17,005	4,980	5	BHD 334
March	23,945	7,459	10	BHD 728
April	27,986	8,039	7	BHD 1,828
May	23,874	7,670	5	BHD 3,287
June	39,206	10,032	2	BHD 118
July	44,663	11,030	3	BHD 1,844
August	42,259	10,934	10	BHD 1,380
September	51,828	9,295	20	BHD 5,343
October	34,638	6,395	11	BHD 1,300
November	29,092	5,530	69	BHD 9,527
December	30,501	6,899	452	BHD 49,726
Total	381,177	92,866	600	BHD 75,680

4. Self-service Kiosks

2020 Statistics			
Date	Services Usage	Payment Transactions	Collected Amounts
January	12,894	2,115	BHD 73,224
February	11,416	2,295	BHD 84,736
March	9,624	2,124	BHD 79,920
April	4,434	1,249	BHD 59,084
May	3,584	914	BHD 34,893
June	5,158	1,350	BHD 57,762
July	5,385	1,288	BHD 57,396
August	5,294	1,455	BHD 82,246
September	7,581	1,788	BHD 87,105
October	5,746	1,083	BHD 46,162
November	4,795	694	BHD 28,979
December	4,067	587	BHD 22,083
Total	79,978	16,942	BHD 713,590

5. SADAD Kiosks

2020 Statistics		
Date	Payment Transactions	Collected Amounts
January	679	BHD 23,215
February	777	BHD 27,965
March	1,035	BHD 31,860
April	968	BHD 31,743
May	951	BHD 34,476
June	1,258	BHD 39,963
July	1,241	BHD 39,362
August	1,547	BHD 56,357
September	3,905	BHD 174,444
October	8,644	BHD 463,778
November	13,476	BHD 757,699
December	18,793	BHD 748,771
Total	53,274	BHD 2,429,631

6. TAM Kiosks

2020 Statistics		
Date	Payment Transactions	Collected Amounts
January		
February		
March		
April	28	BHD 790
May	72	BHD 2,231
June	155	BHD 4,806
July	141	BHD 4,333
August	161	BHD 5,040
September	238	BHD 8,520
October	13,138	BHD 782,443
November	4,804	BHD 285,263
December	6,009	BHD 239,536
Total	24,746	BHD 1,332,962