



eGovernment Channels Statistics For the Year 2024

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

2024 Statistics			
Date	Service Visits	Payment Transactions	Collected Amounts
January	3,596,543	213,503	BHD 59,754,680
February	3,230,806	208,429	BHD 49,608,896
March	3,205,644	189,499	BHD 49,970,750
April	3,274,078	194,566	BHD 58,089,175
May	3,768,118	206,238	BHD 52,735,520
June	3,632,391	208,835	BHD 50,191,758
July	4,385,001	225,345	BHD 68,214,702
August	4,614,164	212,413	BHD 57,160,701
September	4,099,226	221,324	BHD 58,020,949
October	4,141,108	220,196	BHD 64,429,483
November	3,710,169	195,060	BHD 49,616,165
December	4,279,904	200,428	BHD 56,866,554
Total	45,937,152	2,495,836	BHD 674,659,333

2. eGovernment App Store / Mobile Apps

2024 Statistics				
Date	Apps Usage	Downloads	Payment Transactions	Collected Amounts
January	3,710,837	181,243	113,464	BHD 5,709,736
February	3,073,312	114,276	103,567	BHD 4,819,411
March	3,659,849	143,388	111,947	BHD 4,960,101
April	3,401,297	144,344	117,550	BHD 5,193,955
May	3,413,970	147,431	124,653	BHD 6,101,608
June	3,477,205	171,676	119,994	BHD 5,920,694
July	3,349,214	157,119	141,151	BHD 7,842,494
August	3,394,253	146,998	129,614	BHD 7,822,744
September	3,797,152	159,033	145,338	BHD 9,126,053
October	3,846,991	176,712	153,186	BHD 9,094,794
November	3,388,473	138,704	139,477	BHD 7,865,058
December	3,410,837	137,901	153,091	BHD 7,098,035
Total	41,923,390	1,818,825	1,553,032	BHD 81,554,683

3. Government Services Contact Centre

2024 Statistics		
Date	Calls	Live Chat sessions
January	14,621	16,853
February	14,770	14,473
March	12,877	13,536
April	13,422	13,648
May	15,237	14,844
June	14508	14,885
July	17,929	21,808
August	17,553	19,898
September	14,914	15,378
October	15,061	17,190
November	12,799	16,891
December	12,576	16,125
Total	176,267	195,529

4. SADAD Kiosks

2024 Statistics		
Date	Payment Transactions	Collected Amounts
January	4,623	BHD 2,567,096
February	5,219	BHD 3,002,163
March	6,247	BHD 4,173,703
April	4,464	BHD 2,905,416
May	5,308	BHD 2,931,109
June	4,182	BHD 2,023,593
July	4,738	BHD 3,343,730
August	4,345	BHD 4,318,703
September	4,854	BHD 5,025,889
October	5,669	BHD 5,567,749
November	5,018	BHD 5,603,395
December	4,660	BHD 5,800,363
Total	59,327	BHD 47,262,909

5. TAM Kiosks

2024 Statistics		
Date	Payment Transactions	Collected Amounts
January	102	BHD 227,970
February	179	BHD 209,796
March	120	BHD 216,894
April	123	BHD 222,270
May	139	BHD 252,239
June	117	BHD 334,252
July	161	BHD 483,997
August	125	BHD 468,694
September	186	BHD 596,544
October	168	BHD 556,085
November	130	BHD 440,214
December	121	BHD 505,005
Total	1,671	BHD 4,513,960