



eGovernment Channels Statistics For the Year 2021

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

2021 Statistics			
Date	Service Visits	Payment Transactions	Collected Amounts
January	1,125,541	180,752	BHD 33,493,172
February	1,247,029	188,889	BHD 27,911,522
March	1,329,480	204,352	BHD 30,759,437
April	1,165,370	181,669	BHD 31,806,924
May	1,312,539	179,203	BHD 31,207,226
June	1,424,620	201,006	BHD 33,700,011
July	1,335,533	179,657	BHD 34,839,968
August	1,291,661	202,625	BHD 40,447,114
September	1,610,984	218,747	BHD 40,459,705
October	1,115,031	197,548	BHD 42,952,175
November	1,266,951	192,036	BHD 38,067,714
December	1,094,213	191,304	BHD 42,511,696
Total	15,318,952	2,317,788	428,156,664

2. eGovernment App Store / Mobile Apps

2021 Statistics				
Date	Apps Usage	Downloads	Payment Transactions	Collected Amounts
January	16,392,706	240,854	59,686	BHD 2,980,454
February	18,477,930	318,064	57,810	BHD 2,770,021
March	21,795,533	295,837	71,205	BHD 3,452,859
April	28,087,942	461,576	69,762	BHD 3,339,586
May	37,508,932	553,951	67,763	BHD 3,631,494
June	36,684,193	403,713	64,475	BHD 3,870,470
July	35,262,248	313,815	74,932	BHD 4,717,640
August	34,529,300	303,201	91,006	BHD 5,947,467
September	28,009,081	244,516	91,296	BHD 6,404,485
October	26,527,342	318,986	94,166	BHD 5,942,443
November	22,940,217	241,361	93,144	BHD 5,425,344
December	27,577,387	324,038	102,730	BHD 5,537,593
Total	333,792,811	4,019,912	937,975	BHD 54,019,856

3. Government Services Contact Centre

2021 Statistics				
Date	Calls	Live Chat sessions	Payment Transactions	Collected Amounts
January	31,417	3,756	0	BHD 0
February	33,755	6,244	0	BHD 0
March	37,324	6,814	0	BHD 0
April	28,911	5,958	0	BHD 0
May	29,932	5,986	0	BHD 0
June	37,367	8,158	0	BHD 0
July	33,816	6,554	0	BHD 0
August	37,606	8,214	0	BHD 0
September	28,990	7,291	0	BHD 0
October	22,589	6,138	0	BHD 0
November	19,187	6,354	0	BHD 0
December	18,634	6,138	0	BHD 0
Total	359,528	77,605	0	BHD 0

4. Self-service Kiosks

2021 Statistics			
Date	Services Usage	Payment Transactions	Collected Amounts
January	4,327	755	BHD 30,301
February	3,710	953	BHD 58,065
March	3,916	1,068	BHD 63,969
April	3,083	728	BHD 36,745
May	2,863	565	BHD 30,501
June	3,342	690	BHD 41,073
July	3,146	580	BHD 30,463
August	3,406	549	BHD 24,720
September	3,415	514	BHD 28,230
October	3,216	470	BHD 20,380
November	3,663	493	BHD 17,630
December	3,177	418	BHD 14,654
Total	41,264	7,783	BHD 396,731

5. SADAD Kiosks

2021 Statistics		
Date	Payment Transactions	Collected Amounts
January	20,119	BHD 809,555
February	18,986	BHD 744,134
March	22,617	BHD 832,984
April	22,630	BHD 819,412
May	16,344	BHD 581,399
June	10,457	BHD 272,086
July	22,213	BHD 558,921
August	32,592	BHD 845,837
September	26,126	BHD 942,956
October	26,715	BHD 963,853
November	30,895	BHD 1,117,641
December	34,766	BHD 1,249,279
Total	284,460	BHD 9,738,054

6. TAM Kiosks

2021 Statistics		
Date	Payment Transactions	Collected Amounts
January	6,195	BHD 247,273
February	7,793	BHD 307,959
March	10,215	BHD 371,136
April	13,419	BHD 485,259
May	9,443	BHD 332,862
June	5,930	BHD 425,841
July	13,397	BHD 656,484
August	22,271	BHD 816,588
September	18,105	BHD 728,395
October	14,952	BHD 563,732
November	17,863	BHD 670,835
December	24,847	BHD 913,228
Total	164,430	BHD 6,519,593