



## **eGovernment Channels Statistics For the Year 2023**

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.

Last updated: 20<sup>th</sup> April, 2025.

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## 1. National Portal Statistics

2023 Statistics			
Date	Service Visits	Payment Transactions	Collected Amounts
January	3,887,459	229,773	BHD 63,552,863
February	3,790,903	207,419	BHD 48,112,023
March	3,739,972	218,713	BHD 53,489,992
April	3,236,927	190,868	BHD 58,298,222
May	4,213,692	233,460	BHD 53,962,529
June	3,650,158	209,509	BHD 46,980,182
July	3,911,972	222,252	BHD 62,311,942
August	4,093,261	221,807	BHD 56,707,586
September	3,184,663	199,265	BHD 51,313,768
October	3,323,269	215,907	BHD 65,638,134
November	2,910,233	193,619	BHD 53,858,193
December	3,036,750	187,033	BHD 53,146,209
<b>Total</b>	<b>42,979,259</b>	<b>2,529,625</b>	<b>BHD 667,371,643</b>

## 2. eGovernment App Store / Mobile Apps

2023 Statistics				
Date	Apps Usage	Downloads	Payment Transactions	Collected Amounts
January	4,472,388	204,955	99,398	BHD 5,325,912
February	4,039,867	139,295	80,566	BHD 3,224,930
March	4,089,072	139,995	99,872	BHD 5,013,007
April	3,541,919	123,470	95,924	BHD 4,121,931
May	3,768,242	142,055	102,979	BHD 5,259,541
June	3,449,363	180,186	97,988	BHD 5,727,899
July	2,908,146	139,583	106,823	BHD 6,326,053
August	3,017,339	131,828	108,732	BHD 7,367,319
September	2,907,947	123,236	100,799	BHD 7,222,689
October	2,995,010	131,510	109,869	BHD 7,969,128
November	3,115,758	160,392	98,520	BHD 6,685,955
December	3,094,703	127,077	104,545	BHD 5,734,553
<b>Total</b>	<b>41,399,754</b>	<b>1,743,582</b>	<b>1,206,015</b>	<b>BHD 69,978,917</b>

### 3. Government Services Contact Centre

2023 Statistics		
Date	Calls	Live Chat sessions
January	19,597	6,320
February	17,048	6,616
March	15,605	6,547
April	15,670	5,723
May	19,898	7,198
June	18,460	22,095
July	20,197	29,602
August	21,405	27,581
September	15,828	15,788
October	16,845	16,213
November	14,299	15,463
December	12,539	15,248
<b>Total</b>	<b>207,391</b>	<b>174,394</b>

#### 4. Self-service Kiosks

2023 Statistics			
Date	Services Usage	Payment Transactions	Collected Amounts
January	372	19	BHD 858
February	171	5	BHD 252
March	119	1	BHD 10
April	137	0	BHD 0
May	1	1	BHD 40
June	1	1	BHD 5
July	1	1	BHD 10
August	-	-	-
September	-	-	-
October	-	4	BHD 95
November	-	-	-
December	-	-	-
<b>Total</b>	<b>799</b>	<b>32</b>	<b>BHD 1,270</b>

## 5. SADAD Kiosks

2023 Statistics		
Date	Payment Transactions	Collected Amounts
January	1,878	BHD 187,585
February	1,717	BHD 223,308
March	2,041	BHD 346,275
April	1,612	BHD 250,281
May	2,359	BHD 336,871
June	1,947	BHD 262,669
July	2,489	BHD 773,267
August	3,984	BHD 1,650,017
September	3,961	BHD 1,971,738
October	5,011	BHD 2,283,019
November	4,618	BHD 1,815,379
December	4,407	BHD 1,709,043
<b>Total</b>	<b>36,024</b>	<b>BHD 11,809,452</b>

## 6. TAM Kiosks

2023 Statistics		
Date	Payment Transactions	Collected Amounts
January	135	BHD 4,710
February	141	BHD 9,910
March	281	BHD 12,226
April	149	BHD 6,561
May	162	BHD 6,265
June	139	BHD 5,522
July	103	BHD 4,874
August	100	BHD 4,163
September	119	BHD 6,116
October	129	BHD 6,046
November	131	BHD 345,465
December	124	BHD 283,690
<b>Total</b>	<b>1,713</b>	<b>BHD 695,548</b>