

2019

eServices & Channels Summary Report

A summary for IGA's online services and channels performance during 2019.



CROSS CHANNELS PAYMENTS

Transactions Amounts (BD)

156 Million

29% increase vs. 2018

Transactions Counts

1.6 Million

22% increase vs. 2018

BAHRAIN.BH VISITS

Services Visits

7.9+ Million

32% increase vs. 2018

Most Noticeable NEW Services (Service Visits)

- CSB Employment Application (63,418)
- Benefit Credit Reports Services (20,324)
- National Notification Service (95,496)

Most Noticeable Services (Transactions)

- Execution Services (37,608)
- Family Services (17,237)
- University of Bahrain Book Store (5,594)



MOBILE APPS USAGE

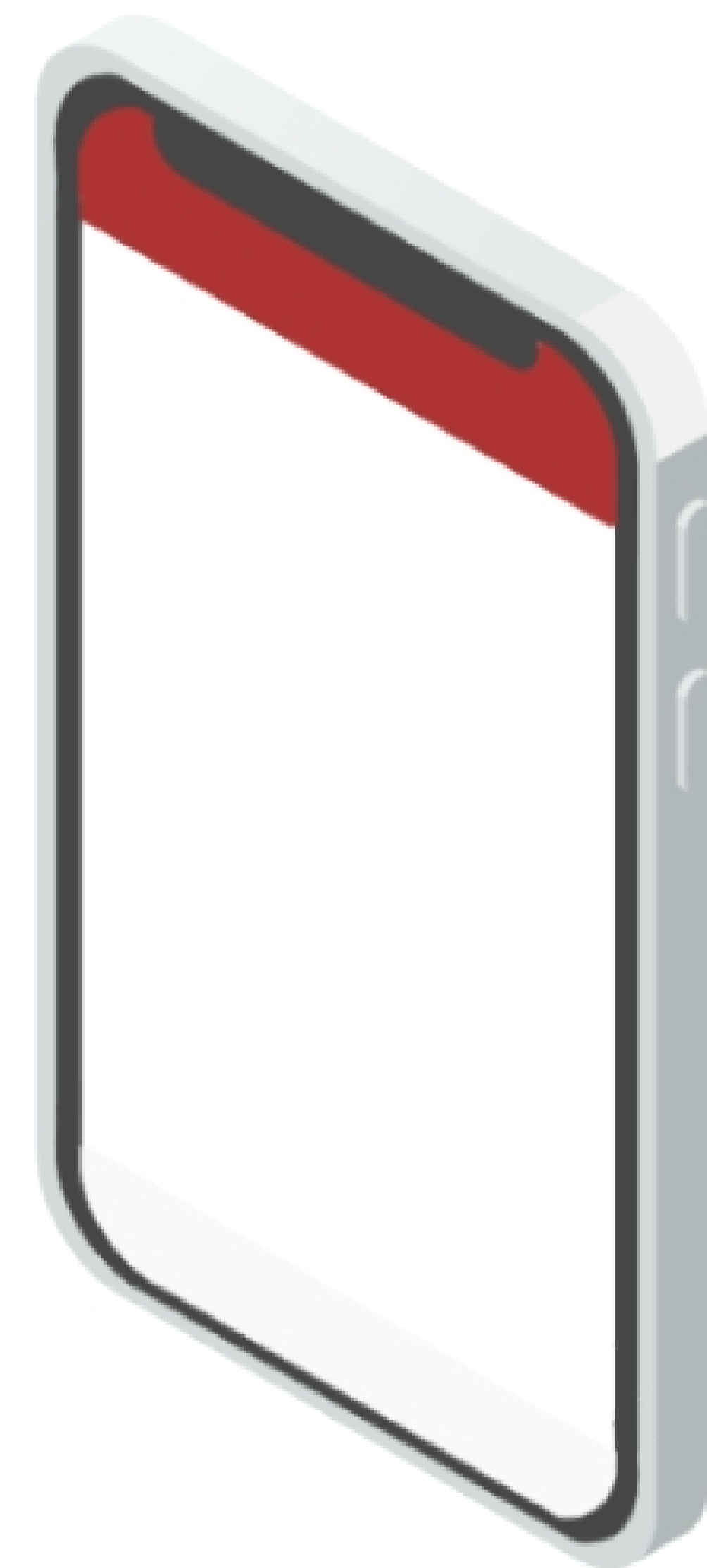
App Usage

9 Million

19% increase vs. 2018

Most Used Apps (Usage)

- eTraffic (3.7 Million)
- Electricity and Water Services (1.8 Million)
- GovEmployee (1.7 Million)
- Students Exam Results (707,064)



eKIOSK TRANSACTIONS COUNT

Transactions Count

34,603

Most Used Services (Trans. Counts)

- Vehicle Registration Renewal (12,800)
- Payment of Traffic Contraventions (12,095)
- Issuing Copies of Student Certificate (5,595)
- Payment of Criminal Orders (1,845)
- Driving License Renewal (751)

