



eGovernment Channels Statistics For the Year 2025

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: 21st January 2026.

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1. National Portal Statistics

| 2025 Statistics | | | |
|-----------------|-------------------|----------------------|------------------------|
| Date | Service Visits | Payment Transactions | Collected Amounts |
| January | 3,761,182 | 207,153 | BHD 63,350,537 |
| February | 4,304,132 | 209,937 | BHD 54,784,491 |
| March | 4,185,621 | 186,214 | BHD 51,666,242 |
| April | 4,705,562 | 208,456 | BHD 66,524,417 |
| May | 4,488,341 | 203,908 | BHD 59,958,192 |
| June | 4,124,725 | 189,554 | BHD 55,919,246 |
| July | 5,244,035 | 219,582 | BHD 69,388,729 |
| August | 4,628,473 | 198,834 | BHD 51,470,168 |
| September | 4,853,968 | 211,272 | BHD 58,310,272 |
| October | 4,753,000 | 211,707 | BHD 72,347,621 |
| November | 4,349,548 | 209,309 | BHD 67,379,799 |
| December | 4,478,411 | 205,124 | BHD 64,767,577 |
| Total | 53,876,998 | 2,461,050 | BHD 735,867,291 |

2. eGovernment App Store / Mobile Apps

| 2025 Statistics | | | | |
|-----------------|-------------------|------------------|----------------------|-----------------------|
| Date | Apps Usage | Downloads | Payment Transactions | Collected Amounts |
| January | 3,699,904 | 202,859 | 151,490 | BHD 6,069,324 |
| February | 3,622,838 | 354,482 | 150,033 | BHD 6,023,315 |
| March | 4,040,287 | 240,694 | 165,249 | BHD 6,022,709 |
| April | 4,161,364 | 221,918 | 162,625 | BHD 5,754,702 |
| May | 3,737,935 | 222,597 | 166,482 | BHD 7,122,571 |
| June | 4,984,477 | 553,608 | 159,101 | BHD 7,344,743 |
| July | 3,874,948 | 220,695 | 173,877 | BHD 8,870,862 |
| August | 4,032,388 | 222,377 | 168,887 | BHD 9,563,898 |
| September | 4,483,355 | 232,900 | 171,595 | BHD 10,389,617 |
| October | 4,685,472 | 247,210 | 169,946 | BHD 9,044,742 |
| November | 4,098,284 | 235,766 | 161,529 | BHD 6,880,462 |
| December | 4,217,415 | 220,493 | 159,270 | BHD 6,463,351 |
| Total | 49,638,667 | 3,175,599 | 1,960,084 | BHD 89,550,296 |

3. Government Services Contact Centre

| 2025 Statistics | | |
|-----------------|----------------|--------------------|
| Date | Calls | Live Chat sessions |
| January | 14,614 | 18,904 |
| February | 17,202 | 17,724 |
| March | 15,317 | 12,771 |
| April | 17,008 | 14,581 |
| May | 14,446 | 13,204 |
| June | 15,688 | 13,223 |
| July | 19,553 | 17,299 |
| August | 16,233 | 12,922 |
| September | 17,844 | 13,301 |
| October | 17,258 | 10,477 |
| November | 14,877 | 9,651 |
| December | 14,860 | 11,226 |
| Total | 126,595 | 122,291 |

4. SADAD Kiosks

| 2025 Statistics | | |
|-----------------|----------------------|-------------------|
| Date | Payment Transactions | Collected Amounts |
| January | 851 | BHD 34,187 |
| February | 854 | BHD 34,118 |
| March | 401 | BHD 13,197 |
| April | - | - |
| May | - | - |
| June | - | - |
| July | - | - |
| August | - | - |
| September | - | BHD 0 |
| October | - | - |
| November | - | - |
| December | - | - |
| Total | 2,106 | BHD 81,502 |

5. TAM Kiosks

| 2025 Statistics | | |
|-----------------|----------------------|----------------------|
| Date | Payment Transactions | Collected Amounts |
| January | 130 | BHD 434,992 |
| February | 125 | BHD 368,363 |
| March | 146 | BHD 427,581 |
| April | 221 | BHD 427,269 |
| May | 187 | BHD 560,389 |
| June | 223 | BHD 656,904 |
| July | 201 | BHD 738,377 |
| August | 244 | BHD 783,010 |
| September | 227 | BHD 808,475 |
| October | 218 | BHD 794,853 |
| November | 231 | BHD 691,575 |
| December | 204 | BHD 543,817 |
| Total | 2,357 | BHD 7,235,605 |