



## **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: 31<sup>st</sup> December 2025.

## Contents

<b>eGovernment Channels Statistics For the Year 2025 .....</b>	<b>1</b>
<b>1. National Portal Statistics .....</b>	<b>3</b>
<b>2. eGovernment App Store / Mobile Apps.....</b>	<b>4</b>
<b>3. Government Services Contact Centre.....</b>	<b>5</b>
<b>4. SADAD Kiosks .....</b>	<b>6</b>
<b>5. TAM Kiosks .....</b>	<b>6</b>

## 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			
<b>Total</b>	<b>49,398,587</b>	<b>2,255,926</b>	<b>BHD 671,099,714</b>

## 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				
<b>Total</b>	<b>45,421,252</b>	<b>2,955,106</b>	<b>1,800,814</b>	<b>BHD 83,086,945</b>

### 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		
<b>Total</b>	<b>111,735</b>	<b>111,065</b>

#### 4. SADAD Kiosks

2024 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		
<b>Total</b>	<b>2,106</b>	<b>BHD 81,502</b>

#### 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		
<b>Total</b>	<b>2,153</b>	<b>BHD 6,691,788</b>