

**Interpretation and Translation Services Arranged
from April 2022 to March 2023**

(A) Number of interpretation and translation services

Item	Interpretation Services (Number)	Translation Services (Number)
1. Number of services requests made by service users <i>Of which:</i>	391	0
<i>(a) Requests acceded to</i>	<i>(a) 391</i>	<i>(a) 0</i>
<i>(b) Requests declined</i>	<i>(b) 0</i>	<i>(b) 0</i>
2. Number of services proactively offered to service users <i>Of which:</i>	589	0
<i>(a) services required</i>	<i>(a) 589</i>	<i>(a) 0</i>
<i>(b) services not required</i>	<i>(b) 0</i>	<i>(b) 0</i>
3. Number of services arranged to meet operational needs (Note 1)	0	54
Total :	980 (1(a) + 2(a) + 3)	54 (1(a) + 2(a) + 3)

(B) Interpretation and translation services by language (Note 2)

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	38	54
2. Hindi	65	54
3. Nepali	200	54
4. Punjabi	31	18
5. Tagalog	2	54
6. Thai	46	54
7. Urdu	529	54
8. Vietnamese	54	53
9. Others	15	90

(C) Complaints lodged by service users who have interpretation/translation needs

Total number of complaints received: 0

Note 1: Examples include interpretation services arranged for meetings and public programmes, etc.

Note 2: For each case of interpretation or translation service, more than one service provider and more than one foreign language may be involved.