

**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>	0	0
<i>(a) Requests acceded to</i>	<i>(a) 0</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>	5 845	176
<i>(a) services required</i>	<i>(a) 5 845</i>	<i>(a) 176</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	0
Total :	5 845 <i>(1(a) + 2(a) + 3)</i>	176 <i>(1(a) + 2(a) + 3)</i>

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	917	17
2. Hindi	229	6
3. Nepali	623	20
4. Punjabi	574	17
5. Tagalog	815	22
6. Thai	303	5
7. Urdu	998	39
8. Vietnamese	671	13
9. Others	715	37

(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.