

**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>	3 396	365
<i>(a) Requests acceded to</i>	(a) 3 396	(a) 365
<i>(b) Requests declined</i>	(b) 0	(b) 0
2. Number of services proactively offered to service users <i>Of which:</i>	4 669	183
<i>(a) services required</i>	(a) 3 881	(a) 183
<i>(b) services not required</i>	(b) 788	(b) 0
3. Number of services arranged to meet operational needs (Note 1)	0	0
Total :	7 277 (1(a) + 2(a) + 3)	548 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	133	8
2. Hindi	2 192	18
3. Nepali	1 481	15
4. Punjabi	201	12
5. Tagalog	13	23
6. Thai	5	3
7. Urdu	3 172	462
8. Vietnamese	63	7
9. Others	17	0

(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.