

**Interpretation and Translation Services Arranged  
from April 2024 to March 2025**

**(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>	1667	728
(a) <i>Requests acceded to</i>	(a) <b>1667</b>	(a) <b>728</b>
(b) <i>Requests declined</i>	(b) 0	(b) 0
2. Number of services proactively offered to service users <i>Of which:</i>	4877	217
(a) <i>services required</i>	(a) <b>4017</b>	(a) <b>217</b>
(b) <i>services not required</i>	(b) 860	(b) 0
3. Number of services arranged to meet operational needs (Note 1)	<b>0</b>	<b>0</b>
<b>Total :</b>	<b>5684</b> (1(a) + 2(a) + 3)	<b>945</b> (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	448	1
2. Hindi	877	210
3. Nepali	815	32
4. Punjabi	57	6
5. Tagalog	307	0
6. Thai	43	1
7. Urdu	3085	688
8. Vietnamese	5	7
9. Others	47	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.