

**Interpretation and Translation Services Arranged
from January to December 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>	2240	587
(a) Requests acceded to	(a) 2240	(a) 587
(b) Requests declined	(b) 0	(b) 0
2. Number of services proactively offered to service users <i>Of which:</i>	5363	307
(a) services required	(a) 4522	(a) 307
(b) services not required	(b) 841	(b) 0
3. Number of services arranged to meet operational needs (Note 1)	0	0
Total :	6762 (1(a) + 2(a) + 3)	894 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	622	0
2. Hindi	2225	179
3. Nepali	350	69
4. Punjabi	55	1
5. Tagalog	610	0
6. Thai	47	1
7. Urdu	2838	637
8. Vietnamese	4	7
9. Others	11	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.