

**Interpretation and Translation Services Arranged
from April 2021 to March 2022**

(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>	4 017	725
<i>(a) Requests acceded to</i>	(a) 4 017	(a) 725
<i>(b) Requests declined</i>	(b) 0	(b) 0
2. Number of services proactively offered to service users <i>Of which:</i>	4 315	344
<i>(a) services required</i>	(a) 3 721	(a) 288
<i>(b) services not required</i>	(b) 594	(b) 56
3. Number of services arranged to meet operational needs (Note 1)	0	0
Total :	7 738 (1(a) + 2(a) + 3)	1 013 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	28	7
2. Hindi	2 081	82
3. Nepali	2 141	208
4. Punjabi	358	14
5. Tagalog	14	0
6. Thai	20	1
7. Urdu	3 006	698
8. Vietnamese	9	3
9. Others	81	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.