

**Interpretation and Translation Services Arranged
from April 2023 to March 2024**

(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>	730	0
<i>(a) Requests acceded to</i>	<i>(a) 730</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>	2 057	862
<i>(a) services required</i>	<i>(a) 2 057</i>	<i>(a) 862</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 :	2 787 <i>(1(a) + 2(a) + 3)</i>	862 <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	88	63
2. Hindi	159	84
3. Nepali	93	13
4. Punjabi	18	29
5. Tagalog	22	7
6. Thai	140	20
7. Urdu	217	28
8. Vietnamese	104	305
9. Others	1 946	313

(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.