

**Interpretation and Translation Services Arranged
from April 2020 to March 2021**

(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>	1167	3
<i>(a) Requests acceded to</i>	<i>(a) 1167</i>	<i>(a) 3</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>	1450	1626
<i>(a) services required</i>	<i>(a) 1450</i>	<i>(a) 1626</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	2
Total :	2617 (1(a) + 2(a) + 3)	1631 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	53	122
2. Hindi	7	79
3. Nepali	35	9
4. Punjabi	25	12
5. Tagalog	7	11
6. Thai	45	283
7. Urdu	46	74
8. Vietnamese	246	329
9. Others	2153	726

(C) Complaints lodged by service users who have interpretation/translation needs

Total number of complaints received: 1

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.