

**Interpretation and Translation Services Arranged
from April 2022 to March 2023**

(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>	963	0
<i>(a) Requests acceded to</i>	<i>(a) 963</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>	1 971	892
<i>(a) services required</i>	<i>(a) 1 971</i>	<i>(a) 892</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 :	2 934 <i>(1(a) + 2(a) + 3)</i>	892 <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	38	47
2. Hindi	74	77
3. Nepali	30	30
4. Punjabi	34	24
5. Tagalog	1	11
6. Thai	152	83
7. Urdu	320	61
8. Vietnamese	128	264
9. Others	2 157	295

(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.