

**Interpretation and Translation Services Arranged  
from April 2024 to March 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>	221	120
(a) <i>Requests acceded to</i>	(a) <b>221</b>	(a) <b>120</b>
(b) <i>Requests declined</i>	(b) 0	(b) 0
2. Number of services proactively offered to service users <i>Of which:</i>	4 807	41
(a) <i>services required</i>	(a) <b>236</b>	(a) <b>41</b>
(b) <i>services not required</i>	(b) 4 571	(b) 0
3. Number of services arranged to meet operational needs (Note 1)	<b>17</b>	<b>11</b>
<b>Total :</b>	<b>474</b> (1(a) + 2(a) + 3)	<b>172</b> (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	110	77
2. Hindi	21	12
3. Nepali	41	20
4. Punjabi	18	11
5. Tagalog	213	74
6. Thai	23	10
7. Urdu	35	11
8. Vietnamese	0	8
9. Others	26	24

**(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.