

**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>	<b>143</b>	<b>33</b>
(a) <i>Requests acceded to</i>	(a) <b>143</b>	(a) <b>33</b>
(b) <i>Requests declined</i>	(b) <b>0</b>	(b) <b>0</b>
2. Number of services proactively offered to service users <i>Of which:</i>	<b>4 744</b>	<b>50</b>
(a) <i>services required</i>	(a) <b>410</b>	(a) <b>50</b>
(b) <i>services not required</i>	(b) <b>4 334</b>	(b) <b>0</b>
3. Number of services arranged to meet operational needs (Note 1)	<b>10</b>	<b>13</b>
<b>Total :</b>	<b>563</b> (1(a) + 2(a) + 3)	<b>96</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	178	38
2. Hindi	34	10
3. Nepali	21	7
4. Punjabi	16	8
5. Tagalog	237	42
6. Thai	27	8
7. Urdu	18	7
8. Vietnamese	4	5
9. Others	39	10

**(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.