

**Interpretation and Translation Services Arranged
from April 2021 to March 2022**

(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>	4 495	382
<i>(a) Requests acceded to</i>	<i>(a) 4 495</i>	<i>(a) 382</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>	0	0
<i>(a) services required</i>	<i>(a) 0</i>	<i>(a) 0</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)	917	17
Total :	5 412 (1(a) + 2(a) + 3)	399 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	1 484	148
2. Hindi	95	16
3. Nepali	55	7
4. Punjabi	208	12
5. Tagalog	723	24
6. Thai	81	7
7. Urdu	512	39
8. Vietnamese	1923	100
9. Others	331	53

(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.