

**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>	1 717	98
<i>(a) Requests acceded to</i>	<i>(a) 1 717</i>	<i>(a) 98</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)	460	68
Total :	2 177 (1(a) + 2(a) + 3)	166 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	310	14
2. Hindi	23	5
3. Nepali	9	4
4. Punjabi	111	13
5. Tagalog	201	5
6. Thai	40	5
7. Urdu	374	15
8. Vietnamese	696	36
9. Others	413	76

(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.