

**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>2 202</b>	<b>193</b>
<i>(a) Requests acceded to</i>	<i>(a) 2 202</i>	<i>(a) 193</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>	<b>0</b>	<b>0</b>
<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)	<b>585</b>	<b>2</b>
<b>Total :</b>	<b>2 787</b> <b>(1(a) + 2(a) + 3)</b>	<b>195</b> <b>(1(a) + 2(a) + 3)</b>

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	1 223	111
2. Hindi	23	2
3. Nepali	13	1
4. Punjabi	66	5
5. Tagalog	433	12
6. Thai	32	2
7. Urdu	95	7
8. Vietnamese	773	40
9. Others	129	15

**(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.