

**Interpretation and Translation Services Arranged
from April 2023 to March 2024**

(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>	3 238	372
<i>(a) Requests acceded to</i>	<i>(a) 3 238</i>	<i>(a) 372</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>	797	0
<i>(a) services required</i>	<i>(a) 797</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)	0	20
Total :	4 035 <i>(1(a) + 2(a) + 3)</i>	392 <i>(1(a) + 2(a) + 3)</i>

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	885	81
2. Hindi	254	33
3. Nepali	26	2
4. Punjabi	184	21
5. Tagalog	271	11
6. Thai	218	15
7. Urdu	633	56
8. Vietnamese	921	45
9. Others	643	135

(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.