

**Interpretation and Translation Services Arranged  
from April 2024 to March 2025**

**(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>	1 968	269
<i>(a) Requests acceded to</i>	<i>(a) 1 968</i>	<i>(a) 269</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>	913	0
<i>(a) services required</i>	<i>(a) 913</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>0</b>	<b>2</b>
<b>Total :</b>	<b>2 881</b> <b>(1(a) + 2(a) + 3)</b>	<b>271</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	702	64
2. Hindi	300	44
3. Nepali	11	3
4. Punjabi	292	16
5. Tagalog	269	13
6. Thai	127	7
7. Urdu	435	58
8. Vietnamese	324	17
9. Others	421	63

**(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.