

**Interpretation and Translation Services Arranged  
from January to December 2025**

**(A) Number of interpretation and translation services**

| Item   | Interpretation Services<br>(Number)    | Translation Services<br>(Number)     |
|--|--|--------------------------------------|
| 1. Number of services requests made by service users<br><i>Of which:</i>       | 157                                    | 5                                    |
| (a) Requests acceded to  | (a) 157                                | (a) 5                                |
| (b) Requests declined  | (b) 0                                  | (b) 0                                |
| 2. Number of services proactively offered to service users<br><i>Of which:</i> | 1                                      | 0                                    |
| (a) services required  | (a) 1                                  | (a) 0                                |
| (b) services not required  | (b) 0                                  | (b) 0                                |
| 3. Number of services arranged to meet operational needs (Note 1)              | 0                                      | 0                                    |
| <b>Total :</b>   | <b>158</b><br><b>(1(a) + 2(a) + 3)</b> | <b>5</b><br><b>(1(a) + 2(a) + 3)</b> |

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

| Language            | Interpretation Services<br>(Number) | Translation Services<br>(Number) |
|---------------------|-------------------------------------|----------------------------------|
| 1. Bahasa Indonesia | 41                                  | 3                                |
| 2. Hindi            | 16                                  | 1                                |
| 3. Nepali           | 1                                   | 0                                |
| 4. Punjabi          | 23                                  | 1                                |
| 5. Tagalog          | 18                                  | 0                                |
| 6. Thai             | 14                                  | 0                                |
| 7. Urdu             | 15                                  | 0                                |
| 8. Vietnamese       | 21                                  | 0                                |
| 9. Others           | 9                                   | 0                                |

**(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.