

**Interpretation and Translation Services Arranged  
from January to December 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>	157	5
<i>(a) Requests acceded to</i>	<i>(a) 157</i>	<i>(a) 5</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>	1	0
<i>(a) services required</i>	<i>(a) 1</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	0
<b>Total :</b>	<b>158</b> <b>(1(a) + 2(a) + 3)</b>	<b>5</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	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.