

**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>476</b>	<b>0</b>
<i>(a) Requests acceded to</i>	<i>(a) 476</i>	<i>(a) 0</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>5 760</b>	<b>0</b>
<b>Total :</b>	<b>6 236</b> <i>(1(a) + 2(a) + 3)</i>	<b>0</b> <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	0	0
2. Hindi	1 737	0
3. Nepali	1 356	0
4. Punjabi	988	0
5. Tagalog	0	0
6. Thai	0	0
7. Urdu	2 155	0
8. Vietnamese	0	0
9. Others	0	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.