

**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>	<b>3 238</b>	<b>372</b>
<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>	<b>797</b>	<b>0</b>
<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)	<b>0</b>	<b>19</b>
<b>Total :</b>	<b>4 035</b> <i>(1(a) + 2(a) + 3)</i>	<b>391</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	885	80
2. Hindi	254	32
3. Nepali	26	1
4. Punjabi	184	20
5. Tagalog	271	10
6. Thai	218	14
7. Urdu	633	55
8. Vietnamese	921	44
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.