

**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>	1923	524
<i>(a) Requests acceded to</i>	<i>(a) 1923</i>	<i>(a) 524</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>	4434	741
<i>(a) services required</i>	<i>(a) 3613</i>	<i>(a) 741</i>
<i>(b) services not required</i>	<i>(b) 821</i>	<i>(b) 0</i>
3. Number of services arranged to meet operational needs (Note 1)	<b>0</b>	<b>1</b>
<b>Total :</b>	<b>5536</b> <b>(1(a) + 2(a) + 3)</b>	<b>1266</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	180	110
2. Hindi	2519	664
3. Nepali	811	14
4. Punjabi	114	2
5. Tagalog	32	1
6. Thai	36	4
7. Urdu	1792	470
8. Vietnamese	34	4
9. Others	18	4

**(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.