

**Interpretation and Translation Services Arranged
from April 2024 to March 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>	0	3
(a) <i>Requests acceded to</i>	(a) 0	(a) 3
(b) <i>Requests declined</i>	(b) 0	(b) 0
2. Number of services proactively offered to service users <i>Of which:</i>	0	1
(a) <i>services required</i>	(a) 0	(a) 1
(b) <i>services not required</i>	(b) 0	(b) 0
3. Number of services arranged to meet operational needs (Note 1)	342	2
Total :	342 (1(a) + 2(a) + 3)	6 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	10	1
2. Hindi	8	1
3. Nepali	110	1
4. Punjabi	18	2
5. Tagalog	4	1
6. Thai	23	1
7. Urdu	70	1
8. Vietnamese	25	3
9. Others	74	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.