

**Interpretation and Translation Services Arranged
from April 2020 to March 2021**

(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	12
<i>(a) Requests acceded to</i>	<i>(a) 0</i>	<i>(a) 12</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>	0	14
<i>(a) services required</i>	<i>(a) 0</i>	<i>(a) 14</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)	297	10
Total :	297 (1(a) + 2(a) + 3)	36 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	9	1
2. Hindi	13	1
3. Nepali	99	1
4. Punjabi	31	1
5. Tagalog	7	1
6. Thai	11	1
7. Urdu	56	1
8. Vietnamese	22	25
9. Others	49	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.