

**Interpretation and Translation Services Arranged  
from April 2021 to March 2022**

**(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>0</b>	<b>10</b>
(a) <i>Requests acceded to</i>	(a) <b>0</b>	(a) <b>10</b>
(b) <i>Requests declined</i>	(b) <b>0</b>	(b) <b>0</b>
2. Number of services proactively offered to service users <i>Of which:</i>	<b>0</b>	<b>5</b>
(a) <i>services required</i>	(a) <b>0</b>	(a) <b>5</b>
(b) <i>services not required</i>	(b) <b>0</b>	(b) <b>0</b>
3. Number of services arranged to meet operational needs (Note 1)	<b>277</b>	<b>0</b>
<b>Total :</b>	<b>277</b> (1(a) + 2(a) + 3)	<b>15</b> (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	18	0
2. Hindi	2	0
3. Nepali	76	0
4. Punjabi	35	0
5. Tagalog	8	0
6. Thai	3	0
7. Urdu	62	2
8. Vietnamese	28	11
9. Others	45	2

**(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.