

**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>	3	0
<i>(a) Requests acceded to</i>	<i>(a) 3</i>	<i>(a) 0</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>	20	0
<i>(a) services required</i>	<i>(a) 20</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)	4	18
Total :	27 (1(a) + 2(a) + 3)	18 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	2	18
2. Hindi	5	16
3. Nepali	6	16
4. Punjabi	2	16
5. Tagalog	2	18
6. Thai	2	16
7. Urdu	18	18
8. Vietnamese	8	16
9. Others	0	0

(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.