

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

**(A) Number of interpretation and translation services**

<b>Item</b>	<b>Interpretation Services (Number)</b>	<b>Translation Services (Number)</b>
1. Number of services requests made by service users <i>Of which:</i>	<b>2</b>	<b>2</b>
<i>(a) Requests acceded to</i>	<i>(a) 2</i>	<i>(a) 2</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>	<b>5</b>	<b>0</b>
<i>(a) services required</i>	<i>(a) 5</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)	<b>34</b>	<b>30</b>
<b>Total :</b>	<b>41</b> <b>(1(a) + 2(a) + 3)</b>	<b>32</b> <b>(1(a) + 2(a) + 3)</b>

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

<b>Language</b>	<b>Interpretation Services (Number)</b>	<b>Translation Services (Number)</b>
1. Bahasa Indonesia	21	18
2. Hindi	2	18
3. Nepali	8	18
4. Punjabi	3	18
5. Tagalog	1	19
6. Thai	0	18
7. Urdu	4	17
8. Vietnamese	0	18
9. Others	3	19

**(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.