

**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>	2	1
<i>(a) Requests acceded to</i>	<i>(a) 2</i>	<i>(a) 1</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>	3	6
<i>(a) services required</i>	<i>(a) 3</i>	<i>(a) 6</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)	19	21
Total :	24 (1(a) + 2(a) + 3)	28 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	15	23
2. Hindi	0	17
3. Nepali	4	17
4. Punjabi	0	17
5. Tagalog	4	17
6. Thai	0	17
7. Urdu	1	17
8. Vietnamese	0	17
9. Others	0	31

(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.