

**Interpretation and Translation Services Arranged
from April 2024 to March 2025**

(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>	457	0
(a) Requests acceded to	(a) 457	(a) 0
(b) Requests declined	(b) 0	(b) 0
2. Number of services proactively offered to service users <i>Of which:</i>	413	0
(a) services required	(a) 2	(a) 0
(b) services not required	(b) 411	(b) 0
3. Number of services arranged to meet operational needs (Note 1)	0	0
Total :	459 (1(a) + 2(a) + 3)	0 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	1	0
2. Hindi	153	0
3. Nepali	27	0
4. Punjabi	83	0
5. Tagalog	0	0
6. Thai	0	0
7. Urdu	195	0
8. Vietnamese	0	0
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.