

**Interpretation and Translation Services Arranged  
from April 2020 to March 2021**

**(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>	252	0
<i>(a) Requests acceded to</i>	<b>(a) 252</b>	<b>(a) 0</b>
<i>(b) Requests declined</i>	<b>(b) 0</b>	<b>(b) 0</b>
2. Number of services proactively offered to service users <i>Of which:</i>	2	0
<i>(a) services required</i>	<b>(a) 1</b>	<b>(a) 0</b>
<i>(b) services not required</i>	<b>(b) 1</b>	<b>(b) 0</b>
3. Number of services arranged to meet operational needs (Note 1)	<b>0</b>	<b>1</b>
<b>Total :</b>	<b>253</b> <b>(1(a) + 2(a) + 3)</b>	<b>1</b> <b>(1(a) + 2(a) + 3)</b>

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	0	1
2. Hindi	61	1
3. Nepali	49	1
4. Punjabi	26	1
5. Tagalog	0	1
6. Thai	0	1
7. Urdu	117	1
8. Vietnamese	0	1
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.