

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

(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>	413	0
<i>(a) Requests acceded to</i>	(a) 413	(a) 0
<i>(b) Requests declined</i>	(b) 0	(b) 0
2. Number of services proactively offered to service users <i>Of which:</i>	174	0
<i>(a) services required</i>	(a) 6	(a) 0
<i>(b) services not required</i>	(b) 168	(b) 0
3. Number of services arranged to meet operational needs (Note 1)	0	0
Total :	419 (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	188	0
3. Nepali	18	0
4. Punjabi	68	0
5. Tagalog	0	0
6. Thai	0	0
7. Urdu	143	0
8. Vietnamese	1	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.