

**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>	0	6
<i>(a) Requests acceded to</i>	<i>(a) 0</i>	<i>(a) 6</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>	0	3
<i>(a) services required</i>	<i>(a) 0</i>	<i>(a) 3</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>206</b>	<b>0</b>
<b>Total :</b>	<b>206</b> (1(a) + 2(a) + 3)	<b>9</b> (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	0
2. Hindi	5	0
3. Nepali	50	0
4. Punjabi	19	0
5. Tagalog	3	0
6. Thai	5	0
7. Urdu	53	0
8. Vietnamese	27	2
9. Others	29	7

**(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.