

**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>	<b>3 238</b>	<b>372</b>
(a) <i>Requests acceded to</i>	(a) <b>3 238</b>	(a) <b>372</b>
(b) <i>Requests declined</i>	(b) <b>0</b>	(b) <b>0</b>
2. Number of services proactively offered to service users <i>Of which:</i>	<b>797</b>	<b>0</b>
(a) <i>services required</i>	(a) <b>797</b>	(a) <b>0</b>
(b) <i>services not required</i>	(b) <b>0</b>	(b) <b>0</b>
3. Number of services arranged to meet operational needs (Note 1)	<b>0</b>	<b>20</b>
<b>Total :</b>	<b>4 035</b> (1(a) + 2(a) + 3)	<b>392</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	885	81
2. Hindi	254	33
3. Nepali	26	2
4. Punjabi	184	21
5. Tagalog	271	11
6. Thai	218	15
7. Urdu	633	56
8. Vietnamese	921	45
9. Others	643	135

**(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.