

**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>	5	17
(a) <i>Requests acceded to</i>	(a) 5	(a) 17
(b) <i>Requests declined</i>	(b) 0	(b) 0
2. Number of services proactively offered to service users <i>Of which:</i>	2	0
(a) <i>services required</i>	(a) 2	(a) 0
(b) <i>services not required</i>	(b) 0	(b) 0
3. Number of services arranged to meet operational needs (Note 1)	17 442	1 683
Total :	17 449 (1(a) + 2(a) + 3)	1 700 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	4 603	399
2. Hindi	2 495	28
3. Nepali	253	11
4. Punjabi	392	3
5. Tagalog	1 232	15
6. Thai	1 017	30
7. Urdu	1 593	53
8. Vietnamese	2 220	957
9. Others	3 644	204

(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.