

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

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia		
2. Hindi		
3. Nepali		
4. Punjabi		
5. Tagalog	1	
6. Thai		
7. Urdu		
8. Vietnamese		
9. Others		

(C) Complaints lodged by service users who have interpretation/translation needs

Total number of complaints received: _____

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.