

**Interpretation and Translation Services Arranged
from April 2022 to March 2023**

(A) Number of interpretation and translation services

| Item | Interpretation Services (Number) | Translation Services (Number) |
|---|--|-------------------------------------|
| 1. Number of services requests made by service users Of which: | 0 | 0 |
| (a) Requests acceded to | (a) 0 | (a) 0 |
| (b) Requests declined | (b) 0 | (b) 0 |
| 2. Number of services proactively offered to service users Of which: | 4 | 0 |
| (a) services required | (a) 4 | (a) 0 |
| (b) services not required | (b) 0 | (b) 0 |
| 3. Number of services arranged to meet operational needs (Note 1) | 0 | 0 |
| Total : | 4 (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 | 0 | 0 |
| 2. Hindi | 0 | 0 |
| 3. Nepali | 0 | 0 |
| 4. Punjabi | 0 | 0 |
| 5. Tagalog | 0 | 0 |
| 6. Thai | 4 | 0 |
| 7. Urdu | 0 | 0 |
| 8. Vietnamese | 0 | 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.