## 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 <i>Of which:</i>	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 <i>Of which:</i>	0	0
	(a) services required	(a) 0	(a) 0
	(b) services not required	(b) 0	(b) 0
3.	Number of services arranged to meet operational needs (Note 1)	0	1
	Total:	$0 \\ (1(a) + 2(a) + 3)$	$\frac{1}{(1(a)+2(a)+3)}$

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	0	1
2. Hindi	0	1
3. Nepali	0	1
4. Punjabi	0	1
5. Tagalog	0	1
6. Thai	0	1
7. Urdu	0	1
8. Vietnamese	0	1
9. Others	0	0

<b>(C)</b>	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.