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

## (A) Number of interpretation and translation services

Item		Interpretation Services (Number)		1	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		0	
	Total:	(1(a	0 $a) + 2(a) + 3$	(1(a	0 $a) + 2(a) + 3$	

## (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	0	0
7. Urdu	0	0
8. Vietnamese	0	0
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.