Interpretation and Translation Services Arranged from April 2022 to March 2023

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

Number of interpretation and translation services **(A)**

(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

(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.