

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

(A) Number of interpretation and translation services arranged

Item	Interpretation Services (Number)	Translation Services (Number)
1. Number of services requests made by service users <i>Of which:</i>	8 132	602
<i>(a) requests acceded to</i>	<i>(a) 8 132</i>	<i>(a) 602</i>
<i>(b) requests declined</i>	<i>(b) 0</i>	<i>(b) 0</i>
2. Number of services proactively offered to service users <i>Of which:</i>	18 315	1 310
<i>(a) services required</i>	<i>(a) 12 737</i>	<i>(a) 1 310</i>
<i>(b) services not required</i>	<i>(b) 5 578</i>	<i>(b) 0</i>
3. Number of services arranged to meet operational needs (Note 1)	28 475	3 770
Total :	49 344 (1(a) + 2(a) + 3)	5 682 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	8 284	1 292
2. Hindi	5 883	428
3. Nepali	5 469	468
4. Punjabi	3 119	194
5. Tagalog	3 076	458
6. Thai	1 431	453
7. Urdu	11 621	797
8. Vietnamese	4 861	1 434
9. Others (Note 3)	5 632	1 111

(C) Complaints lodged by service users who had 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.

Note 3: Interpretation and translation services in other languages mainly involved Spanish (1 525 and 134 respectively) and Bengali (1 075 and 199 respectively).