

**Interpretation and Translation Services Arranged by Public Authorities
from April 2024 to March 2025**

(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>	7 497	1 149
<i>(a) requests acceded to</i>	<i>(a) 7 497</i>	<i>(a) 1 149</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>	19 808	996
<i>(a) services required</i>	<i>(a) 13 966</i>	<i>(a) 996</i>
<i>(b) services not required</i>	<i>(b) 5 842</i>	<i>(b) 0</i>
3. Number of services arranged to meet operational needs (Note 1)	41 926	3 616
Total :	63 389 (1(a) + 2(a) + 3)	5 761 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	9 270	813
2. Hindi	8 890	768
3. Nepali	4 699	445
4. Punjabi	4 013	290
5. Tagalog	3 260	422
6. Thai	2 577	577
7. Urdu	17 728	1 019
8. Vietnamese	4 180	1 342
9. Others	8 810	1 149

(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.