

**Interpretation and Translation Services Arranged by Public Authorities
from April 2023 to March 2024**

(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>	7 985	996
<i>(a) requests acceded to</i>	(a) 7 985	(a) 996
<i>(b) requests declined</i>	(b) 0	(b) 0
2. Number of services proactively offered to service users <i>Of which:</i>	18 784	1 834
<i>(a) services required</i>	(a) 13 763	(a) 1 834
<i>(b) services not required</i>	(b) 5 021	(b) 0
3. Number of services arranged to meet operational needs (Note 1)	35 731	3 749
Total :	57 479 (1(a) + 2(a) + 3)	6 579 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	8 923	1 203
2. Hindi	8 749	1 034
3. Nepali	3 944	319
4. Punjabi	3 859	208
5. Tagalog	2 731	315
6. Thai	2 032	317
7. Urdu	14 705	879
8. Vietnamese	4 584	1 821
9. Others (Note 3)	7 984	1 264

(C) Complaints lodged by service users who had interpretation/translation needs

Total number of complaints received: 1

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: The two *other* languages with the highest number of cases involved were Bengali (2 545) and Spanish (1 147) in interpretation services, and Bengali (310) and Mongolian (113) in translation services.