

**Interpretation and Translation Services Arranged by Public Authorities
from April 2021 to March 2022**

(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>	11 656	1 123
<i>(a) requests acceded to</i>	<i>(a) 11 656</i>	<i>(a) 1 123</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>	19 602	1 831
<i>(a) services required</i>	<i>(a) 14 735</i>	<i>(a) 1 768</i>
<i>(b) services not required</i>	<i>(b) 4 867</i>	<i>(b) 63</i>
3. Number of services arranged to meet operational needs (Note 1)	29 844	2 457
Total :	56 235 (1(a) + 2(a) + 3)	5 348 (1(a) + 2(a) + 3)

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	7 617	654
2. Hindi	5 876	494
3. Nepali	6 816	531
4. Punjabi	4 418	337
5. Tagalog	3 397	301
6. Thai	1 389	278
7. Urdu	11 452	1 199
8. Vietnamese	8 116	1 539
9. Others (Note 3)	7 191	1 456

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

Total number of complaints received: 1 (Note 4)

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 (2 109 and 264 respectively) and Bengali (1 757 and 366 respectively).

Note 4: Based on the relevant public authority's investigation, the case happened out of miscommunication between the public authority and the complainant. The public authority had made advance appointment for interpretation services but the complainant was provided with the required public services without using the interpretation services. The public authority had provided written explanation to the complainant afterwards.