

**Interpretation and Translation Services Arranged
from April 2020 to March 2021**

(A) Number of interpretation and translation services

| Item | Interpretation Services (Number) | Translation Services (Number) |
|--|--|-------------------------------------|
| 1. Number of services requests made by service users <i>Of which:</i> | 0 | 0 |
| <i>(a) Requests acceded to</i> | <i>(a)</i> 0 | <i>(a)</i> 0 |
| <i>(b) Requests declined</i> | <i>(b)</i> 0 | <i>(b)</i> 0 |
| 2. Number of services proactively offered to service users <i>Of which:</i> | 0 | 0 |
| <i>(a) services required</i> | <i>(a)</i> 0 | <i>(a)</i> 0 |
| <i>(b) services not required</i> | <i>(b)</i> 0 | <i>(b)</i> 0 |
| 3. Number of services arranged to meet operational needs (Note 1) | 0 | 1 |
| Total : | 0 (1(a) + 2(a) + 3) | 1 (1(a) + 2(a) + 3) |

(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.