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 *Of which:*	0	0
(a) Requests acceded to	***(a) 0***	***(a) 0***
(b) Requests declined	*(b) 0*	*(b) 0*
2. Number of services proactively offered to service users *Of which:*	0	0
(a) services required	***(a) 0***	***(a) 0***
(b) services not required	*(b) 0*	*(b) 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.

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