

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

**(A) Number of interpretation and translation services**

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

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

| Language            | Interpretation<br>Services<br>(Number) | Translation<br>Services<br>(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.