

**Interpretation and Translation Services Arranged  
from January to December 2025**

**(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) 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 <i>Of which:</i>	6116	215
<i>(a) services required</i>	<i>(a) 6116</i>	<i>(a) 215</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)	<b>0</b>	<b>3</b>
<b>Total :</b>	<b>6116</b> <b>(1(a) + 2(a) + 3)</b>	<b>218</b> <b>(1(a) + 2(a) + 3)</b>

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

Language	Interpretation Services (Number)	Translation Services (Number)
1. Bahasa Indonesia	1171	27
2. Hindi	215	12
3. Nepali	513	17
4. Punjabi	506	22
5. Tagalog	750	36
6. Thai	375	8
7. Urdu	1081	42
8. Vietnamese	811	17
9. Others	709	51

**(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.