

**Use of CHEER Centre’s interpretation and translation services**  
**Breakdown by EM languages**

Languages	Telephone interpretation & enquiry service			On-site (escort) interpretation service			On-sight interpretation service*			Written translation service (including proof-reading service)**			Simultaneous interpretation service**		
	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18	2015-16	2016-17	2017-18
Bahasa Indonesia	375	370	179	18	33	46	4	1	2	26	21	29	21	22	4
Hindi	237	217	226	18	23	41	6	1	9	39	22	40	1	4	1
Nepali	409	952	850	78	74	149	23	4	21	43	28	48	3	9	13
Punjabi	370	343	338	72	82	100	0	1	1	20	20	18	0	0	0
Tagalog	124	98	81	11	16	125	0	0	2	22	17	20	0	0	0
Thai	176	139	98	69	27	18	2	8	5	23	19	27	1	0	10
Urdu	887	1 079	708	435	521	574	198	226	231	53	43	53	2	9	7
Others	628	795	699	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3 206</b>	<b>3 993</b>	<b>3 179</b>	<b>701</b>	<b>776</b>	<b>1 053</b>	<b>233</b>	<b>241</b>	<b>271</b>	<b>226</b>	<b>170</b>	<b>235</b>	<b>28</b>	<b>44</b>	<b>35</b>

\* EMs can bring along documents in English to CHEER Centre for oral translation service provided by interpreters. This service is applicable to individual EM users only.

\*\* More than 1 EM languages may be involved in a request of written translation service and simultaneous interpretation service.