

**Usage of CHEER Centre’s interpretation and translation services  
by bureaux, departments, public organisations and ethnic minorities  
with breakdown by ethnic minority languages in the past three years**

Service	Telephone Interpretation & Enquiry Service			On-site (Escort) Interpretation Service			On-Sight Interpretation Service*			Written Translation Service**			Simultaneous Interpretation Service**		
	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19	2016-17	2017-18	2018-19
Bahasa Indonesia	370	179	291	33	46	37	1	2	2	21	29	34	22	4	51
Hindi	217	226	177	23	41	57	1	9	7	22	40	35	4	1	0
Nepali	952	850	1 175	74	149	147	4	21	39	28	48	36	9	13	59
Punjabi	343	338	367	82	100	109	1	1	7	20	18	32	0	0	1
Tagalog	98	81	168	16	125	43	0	2	1	17	20	29	0	0	4
Thai	139	98	129	27	18	41	8	5	19	19	27	30	0	10	18
Urdu	1 079	708	622	521	574	711	226	231	177	43	53	41	9	7	3
Other languages	795	699	962	0	0	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>3 993</b>	<b>3 179</b>	<b>3 891</b>	<b>776</b>	<b>1 053</b>	<b>1 145</b>	<b>241</b>	<b>271</b>	<b>252</b>	<b>170</b>	<b>235</b>	<b>237</b>	<b>44</b>	<b>35</b>	<b>136</b>

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

\*\* More than one ethnic minority languages may be involved in a request of written translation service and simultaneous interpretation service.