

Provision of interpretation and translation services by CHEER Centre to bureaux, departments, public organisations and people of diverse race with breakdown by languages in the past three years

Language	Telephone Interpretation & Enquiry Service			On-site (Escort) Interpretation Service			On-Sight Interpretation Service*			Written Translation Service** (including Proof-reading Service)			Simultaneous Interpretation Service**		
	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20	2017-18	2018-19	2019-20
Bahasa Indonesia	179	291	488	46	37	50	2	2	4	29	34	51	4	51	85
Hindi	226	177	151	41	57	65	9	7	1	40	35	65	1	0	3
Nepali	850	1 175	1 333	149	147	193	21	39	39	48	36	67	13	59	15
Punjabi	338	367	208	100	109	85	1	7	4	18	32	41	0	1	3
Tagalog	81	168	279	125	43	11	2	1	0	20	29	45	0	4	5
Thai	98	129	239	18	41	29	5	19	16	27	30	47	10	18	9
Urdu	708	622	925	574	711	748	231	177	130	53	41	85	7	3	11
Vietnamese	N.A.	N.A.	24	N.A.	N.A.	7	N.A.	N.A.	0	N.A.	N.A.	17	N.A.	N.A.	0
Other languages	699	962	1 504	0	0	0	0	0	0	0	0	0	0	0	0
Total	3 179	3 891	5 151	1 053	1 145	1 188	271	252	194	235	237	418	35	136	131

* Ethnic minorities can bring along documents in English to the 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.