

Figure 3.1**Key Indicators of Work of the Labour Relations Programme Area in 2009**

Key Indicators of Work		Number
I.	Conciliation and Consultation Services	
	Labour disputes and claims handled	24,448
	In-person consultations handled	83,547
	Percentage of labour disputes and claims resolved through conciliation	71.50%
II.	Adjudication of Minor Employment Claims	
	Claims adjudicated by Minor Employment Claims Adjudication Board	2,355
III.	Regulation of Trade Unions	
	Registration of new trade unions and changes of union names/rules	137
	Inspection visits to trade unions	373
	Account statements of trade unions examined	647
	Training courses and seminars organised for trade unions	3