



Alternative Dispute Resolution Updates

Preliminary

As of 31 March 2024

This ADR Update records in brief the collective accomplishments of NCMB as of March 2024.

I. PREVENTIVE MEDIATION (PM)

- 27 cases pending at the beginning of the year
- 91 new cases have been filed since the start of the year (24 new cases filed in March)
- 118 total cases handled as of 31 March 2024
- Disposition rate¹: 71% (84 of the 118 total cases handled)
- Disposition rate²: 88% (84 of the 95 total net cases handled)
 - 55 cases disposed of within the process cycle time (PCT = 35 days)
 - 29 cases disposed of beyond PCT
- Settlement rate¹: 66% (78 of the 118 total cases handled)
- Settlement rate²: 82% (78 of the 95 total net cases handled)
- Average duration to settle: 30 days
- 34 cases pending by the end of March 2024
 - 23 pending cases are 35 days old or younger
 - 11 pending cases are older than the PCT
- Monetary benefits: Php 214,816,385 benefitting 981 workers

II. NOTICES OF STRIKE/LOCKOUT (NS/L)

- 15 cases pending at the beginning of the year
- 24 new cases have been filed since the start of the year (4 new cases filed in March)
- 39 total cases handled as of 31 March 2024
- Disposition rate¹: 67% (26 of the 39 total cases handled)
- Disposition rate²: 81% (26 of the 32 total net cases handled)
 - 20 cases disposed of within the process cycle time (PCT = 60 days)
 - 6 cases disposed of beyond PCT
- Settlement rate¹: 62% (24 of the 39 total cases handled)
- Settlement rate²: 75% (24 of the 32 total net cases handled)
- Average duration to settle: 43 days
- 13 cases pending as of 31 March 2024
 - 7 pending cases are 60 days old or younger
 - 6 pending cases are older than the PCT

¹ Computed based on the Total Cases Handled

² Computed based on the Net Cases Handled (Total Cases Handled minus Pending Cases within PCT)

- Monetary benefits: Php 156,761,824 benefitting 3,682 workers

III. **ACTUAL STRIKES/LOCKOUTS (AS/L)**

- No pending case at the beginning of the year
- One (1) work stoppage monitored since the start of the year (1 work stoppage monitored in March 2024)
- One (1) case handled as of 31 March 2024

REGION	DOCKET NUMBER	DECLARED	STATUS	DATE DISPOSED	ISSUES INVOLVED	SPECIFIC ISSUE
NCR	MUN-AS-03-0001-2024	03/18/2024	Pending		ULP	Discrimination against/harassment of union members/union busting

- Total man-days lost: 800

GOVERNMENT INTERVENTION IN LABOR DISPUTES (Comparative 2023–2024)

Particulars	2023				2024			
	No. Cases Handled	AJ	CCA	Total AJ & CCA	No. Cases Handled	AJ	CCA	Total AJ & CCA
Actual Strikes/ Lockouts	1	0	0	0	1	0	0	0
Notices of Strike/ Lockout	67	3	0	3	39	1	0	1
Preventive Mediation	129	0	0	0	118	0	0	0
Total	197	3	0	3	158	1	0	1
% of AJ/CCA to TCH		1.52%	0.00%	1.52%		0.63%	0.00%	0.63%

ISSUES INVOLVED IN NEWLY DECLARED/FILED LABOR DISPUTES (January 1 – March 31, 2024)

Cases Type	Total Cases	Unfair Labor Practice (ULP)	Bargaining Deadlock (BD)	Raised Both Issues ULP/BD
Actual Strike/Lockout	1	1	0	0
Notices of Strike/Lockout	24	20	4	0
Preventive Mediation	91	79	10	2
Total Cases	116	100	14	2

IV. **SINGLE ENTRY APPROACH (SEnA)**

- 196 Requests for Assistance (RFAs) pending at the beginning of the year
- 1,127 new RFAs have been filed since the start of the year (300 new RFAs filed in March)
- 1,323 total RFAs handled as of 31 March 2024
- Disposition rate: 95% (1,077 of the 1,132 total net RFAs handled)
 - 1,070 RFAs disposed within the process cycle time (PCT = 30+15 days)

- 7 RFAs disposed beyond the PCT
- Settlement rate: 68% (769 of the 1,132 total net RFAs handled)
 - 764 RFAs settled within the process cycle time (PCT = 30 days +15 days)
 - 5 RFAs settled beyond the process cycle time
- Average duration to settle: 8 days
- 246 pending RFAs as of 31 March 2024
 - 191 RFAs pending within the process cycle time (PCT = 30 days)
 - 55 RFAs pending beyond the process cycle time
- Monetary benefits: Php 71,454,515 benefitting 1,111 workers

**No. of RFAs Filed, Settled, Monetary Benefits and Workers Benefitted:
Philippines 2019-2024**

Year	No. of RFAs Received	No. of RFAs Settled	Monetary Benefits (in thousands)	Workers Benefitted
2019	5,742	3,838	214,517,261	5,276
2020	3,155	2,095	140,726,523	3,010
2021	3,436	2,214	215,369,283	3,300
2022	3,126	2,107	315,178,273	3,292
2023	3,328	2,293	372,926,939	3,641
2024	1,127	769	71,454,515	1,111
Total	19,914	13,316	1,330,172,794	19,630

V. VOLUNTARY ARBITRATION (VA)

- 578 cases pending at the beginning of the year
- 541 new VA cases have been submitted since the start of the year (211 new VA cases filed in March)
- 1,119 cases handled as of 31 March 2024
- 40% disposition rate (452 of the 1,119 total cases handled)
 - 311 cases disposed of within the process cycle time (PCT = 90 days)
 - 141 cases disposed of beyond PCT
- Average duration to decide:
 - 139 days from the date of acceptance by the arbitrator
 - 18 days from submission for resolution
- 667 cases pending as of 31 March 2024
- Monetary benefits: Php 1,347,051,047 benefitting 593 workers

**No. of VA Cases Handled, Monetary Benefits and Workers Benefitted:
Philippines 2019-2024**

Year	No. new of VA Submitted	Monetary Benefits	Workers Benefitted
2019	609	1,447,543,071	473
2020	860	2,337,822,029	859
2021	1,300	3,256,125,810	1,593
2022	1,571	4,019,243,825	1,281
2023	1,545	4,403,897,244	2,119
2024	541	1,347,051,047	593
Total	6,426	16,811,683,026	6,918

VI. WORKPLACE RELATIONS ENHANCEMENT

- 114 LMCs have been facilitated as of March 2024 (24 in organized companies and 90 in unorganized companies)
- 690 LMCs enhanced as of March 2024 (208 in organized companies and 482 in unorganized companies)
- 1,225 companies reached through promotional activities through LMC & GM as of March 2024
- 5,218 existing LMCs nationwide as of 31 March 2024 (1,641 in organized companies and 3,577 in unorganized companies)
- 99.16% or 4,977 out of 5,019 companies with LMCs were not involved in AS/L, NS/L, PM cases during the period.

No. of Existing LMCs, LMCs Facilitated, and LMCs Enhanced: Philippines 2019-2024

Year	Existing LMCs	Companies with LMC	LMC Facilitated	LMC Enhanced
2019	3,941	3,741	388	1,787
2020	4,335	4,120	415	1,870
2021	4,626	4,430	348	1,836
2022	4,857	4,650	310	2,168
2023	5,160	4,961	388	2,175
2024	5,218	5,019	114	690

VII. CONVERGENCE PROGRAM WITH DOLE

- LMCs Enhanced through convergence programs as of March 2024:
 - 205 LMCs enhanced through convergence program with NWPC (productivity);
 - 41 LMCs in OSHC and ECC on occupational safety and health; and
 - 92 LMCs with BWSC on family welfare program

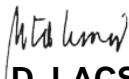
VIII. GRIEVANCE MACHINERY (GM)

- 118 GMs operationalized/institutionalized as of March 2024 (26 in organized companies and 92 in unorganized companies)
- 699 GMs enhanced as of March 2024 (266 in organized companies and 433 in unorganized companies)
- 5,442 existing/active GMs nationwide as of 31 March 2024 (1,963 in organized companies and 3,479 in unorganized companies)
- 99.06% or 5,056 out of 5,104 companies with GMs were not involved in AS/L, NS/L, PM cases during the period.

No. of Active GMs, GMs Institutionalized/Operationalized, and GMs Enhanced: Philippines 2019-2024

Year	Active GMs	Companies with GM	GM Insti/Opera	GM Enhanced
2019	4,225	4,032	380	1,827
2020	4,657	4,307	419	1,853
2021	4,800	4,455	348	1,843
2022	5,019	4,693	311	2,127

2023	5,348	5,022	386	2,180
2024	5,442	5,104	118	699


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 Executive Director IV

11 April 2024

Table 1. Comparative Summary of Conciliation-Mediation Cases, Philippines

As of March 31, 2024

Indicators	A. Actual Strikes/Lockouts (ASL)			B. Notices of Strikes/Lockouts (NSL)			C. Preventive Mediation Cases (PM)		
	2023	2024	% change	2023	2024	% change	2023	2024	% change
Pending, beginning of period	0	0		25	15		13	27	
New cases filed/declared	1	1	0%	42	24	-43%	116	91	
Cases treated as PM							0		
Total PM Cases Filed							116	91	-22%
Total Cases Handled	1	1		67	39		129	118	
Workers involved in new cases	100	100	0%	6,131	6,177	1%	17,876	22,784	27%
Mandays Lost	1,204	800	-34%						
Cases Disposed	1	0		41	26		103	84	
Settled	1	0		37	24		92	78	
Assumed Jurisdiction (AJ)	0	0		3	1		0	0	
Certified for Compulsory Arbitration (C)	0	0		0	0		0	0	
Materialized into Actual S/L (MAS)				1	1		0	0	
Materialized into Notice of S/L (MSN)	0	0					10	6	
Subsumed/Consolidated to AJ/OCA/N	0	0		0	0		0	0	
Dropped	0	0		0	0		0	0	
Others	0	0		0	0		1	0	
Disposition Rate (Work Normalization on AS/L)	100.0%	0.0%	-100%	61.2%	66.7%	5%	79.8%	71.2%	-9%
Settlement Rate	100.0%	0.0%	-100%	55.2%	61.5%	6%	71.3%	66.1%	-5%
Success Rate **	-	-		98.5%	97.4%	-1%	100.0%	100.0%	0%
Dispute Management Rate ***	99.5%	99.4%	0.1%	-			-		
Pending, end of period	0	1		26	13		26	34	

****Conciliation Success Rate** (or success rate in short) - reflects the result of the Board's conciliation-mediation efforts to prevent potential labor disputes from maturing into full-blown labor disputes. It is computed as $N-MAS/N$ where N is the total number of cases handled and MAS the cases that materialized into Actual Strike/s. Success rate is computed separately for NSL and PM cases.

*****Dispute Management Rate** reflects the result of the Board's overall efforts in minimizing the occurrence of Actual Strikes thru efficient and effective handling of labor disputes. Formula: $TNSC-MAS/TNSC$, where TNSC (Total Non-Strike Cases) is the combined NSL and PM cases handled.

Table 2. Statistics on Actual Strikes/Lockouts by Month, Philippines: 2023 and 2024

As of March 31 2024

Month	Actual Strikes/ Lockouts Declared		Cases Disposed		Pending at the End of the Period		Workers Involved		Mandays Lost	
	2023	2024	2023	2024	2023	2024	2023	2024	2023	2024
<i>TOTAL (YTD)</i>	1	1	1	0	0	1	100	100	1,204	800
January	0	0	0	0	0	0	0	0	0	0
February	1	0	0	0	1	0	100	0	86	0
March	0	1	1	0	0	1	0	100	1,118	800
April	0		0		0		0		0	
May	0		0		0		0		0	
June	0		0		0		0		0	
July	0		0		0		0		0	
August	1		1		0		72		1,224	
September	0		0		0		0		0	
October	0		0		0		0		0	
November	1		1		0		111		781	
December	0		0		0		0		0	
TOTAL	3		3				283		3,209	
Pending Beginning (2023)		0								
Pending Beginning (2024)		0								

Table 3. Actual Strikes/Lockouts Handled, By Manner of Disposition and Month: Philippines

As of March 31 2024

Indicator	Total	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Pending, beginning of period	0	0	0	0									
New Actual Strikes/Lockouts declared	1	0	0	1									
Total Cases Handled	1	0	0	1									
Workers involved in strikes/lockouts declared during the period	100	0	0	100									
Mandays Lost, to date	800	0	0	800									
Work Normalized	0	0	0	0									
Settled	0	0	0	0									
Assumed Jurisdiction	0	0	0	0									
Certified for Compulsory Arbitration	0	0	0	0									
Subsumed/Consolidated to AJ/CCA	0	0	0	0									
Others	0	0	0	0									
Dropped	0	0	0	0									
Pending, end of period	1	0	0	1									
Work Normalization Rate	0%			0%									
Work Normalization Rate (Net Cases Handled)	0%												
Settlement Rate	0%			0%									
Settlement Rate (Net Cases Handled)	0%												
Duration to Dispose	0	0	0	0									

Data Source: National Conciliation and Mediation Board

Table 4. Actual Strikes/Lockouts Handled, By Manner and Region: Philippines
As of March 31 2024

Indicator	REGION /p																
	Total	NCR	CAR	R01	R02	R03	R04-A	R04-B	R05	R06	R07	R08	R09	R10	R11	R12	R13
Pending, beginning of period	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
New Actual Strikes/Lockouts declared	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Handled	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Workers involved in strikes/lockouts declared during the period	100	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Mandays Lost, to date	800	800	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Work Normalized	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Settled	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Assumed Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Certified for Compulsory Arbitration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Subsumed/Consolidated to AJ/CCA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dropped	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pending, end of period	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Work Normalization Rate	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Work Normalization Rate (Net Cases Handled)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Settlement Rate	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Settlement Rate (Net Cases Handled)	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Duration to Dispose	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Data Source: National Conciliation and Mediation Board

Table 5. Statistics on Notices of Strikes/Lockouts by Month, Philippines: 2023 and 2024

As of March 31 2024

Month	Notices of Strikes/Lockouts		Cases Disposed		Pending at the End of the Period		Workers Involved	
	2023	2024	2023	2024	2023	2024	2023	2024
TOTAL (YTD)	42	24	41	26	26	13	6,131	6,177
January	13	12	17	7	21	20	1,738	2,836
February	16	8	7	9	30	19	2,671	2,454
March	13	4	17	10	26	13	1,722	887
April	6		6		26		487	
May	8		9		25		787	
June	9		9		25		4,386	
July	8		10		23		4,362	
August	9		10		22		9,731	
September	8		12		18		1,104	
October	15		6		27		2,954	
November	8		13		22		1,997	
December	6		13		15		2,529	
TOTAL	119		129				34,468	
Pending Beginning (2023)		25						
Pending Beginning (2024)		15						

Table 6. Notices of Strikes/Lockouts Handled, By Manner of Disposition and Month: Philippines

As of March 31 2024

Indicator	Total	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Pending, beginning of period	15	15	20	19									
New Notices of Strike/Lockout filed	24	12	8	4									
Total Cases Handled	39	27	28	23									
Workers involved in notices of strikes/ lockouts filed during the period	6,177	2,836	2,454	887									
Cases Disposed	26	7	9	10									
Settled	24	7	8	9									
Assumed Jurisdiction	1	0	1	0									
Certified for Compulsory Arbitration	0	0	0	0									
Materialized into Actual Strike/Lockout	1	0	0	1									
Subsumed/Consolidated to AJ/CCA	0	0	0	0									
Others	0	0	0	0									
Dropped	0	0	0	0									
Pending, end of period	13	20	19	13									
Disposition Rate	67%	26%	32%	43%									
Disposition Rate (Net Cases Handled)	81%	47%	56%	63%									
Settlement Rate	62%	26%	29%	39%									
Settlement Rate (Net Cases Handled)	75%	47%	50%	56%									
Duration to Settle	43	42	33	53									

Data Source: National Conciliation and Mediation Board

Table 7. Notices of Strikes/Lockouts Handled, By Manner and Region: Philippines

As of March 31 2024

Indicator	REGION /p																
	Total	NCR	CAR	R01	R02	R03	R04-A	R04-B	R05	R06	R07	R08	R09	R10	R11	R12	R13
Pending, beginning of period	15	6	0	0	0	2	5	0	0	0	0	1	0	0	1	0	0
New Notices of Strike/Lockout filed	24	8	0	0	0	4	7	0	0	5	0	0	0	0	0	0	0
Total Cases Handled	39	14	0	0	0	6	12	0	0	5	0	1	0	0	1	0	0
Workers involved in notices of strikes/ lockouts filed during the period	6,177	1,760	0	0	0	1,539	2,062	0	0	816	0	0	0	0	0	0	0
Cases Disposed	26	9	0	0	0	4	8	0	0	4	0	1	0	0	0	0	0
Settled	24	7	0	0	0	4	8	0	0	4	0	1	0	0	0	0	0
Assumed Jurisdiction	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Certified for Compulsory Arbitration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materialized into Actual Strike/Lockout	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Subsume/Consolidated to AJ/CCA/MAS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dropped	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pending, end of period	13	5	0	0	0	2	4	0	0	1	0	0	0	0	1	0	0
Disposition Rate	67%	64%	0%	0%	0%	67%	67%	0%	0%	80%	0%	100%	0%	0%	0%	0%	0%
Disposition Rate (Net Cases Handled)	81%	90%	0%	0%	0%	80%	73%	0%	0%	100%	0%	100%	0%	0%	0%	0%	0%
Settlement Rate	62%	50%	0%	0%	0%	67%	67%	0%	0%	80%	0%	100%	0%	0%	0%	0%	0%
Settlement Rate (Net Cases Handled)	75%	70%	0%	0%	0%	80%	73%	0%	0%	100%	0%	100%	0%	0%	0%	0%	0%
Duration to Settle	43	67	0	0	0	35	33	0	0	24	0	55	0	0	0	0	0

Data Source: National Conciliation and Mediation Board

Table 8. Statistics on Preventive Mediation by Month, Philippines: 2023 and 2024

As of March 31 2024

Month	Preventive Mediation Cases Filed		Cases Disposed		Pending at the End of the Period		Workers Involved	
	2023	2024	2023	2024	2023	2024	2023	2024
<i>TOTAL (YTD)</i>	116	91	103	84	26	34	17,876	22,784
January	44	34	18	32	39	29	5,854	7,080
February	38	33	41	24	36	38	6,843	9,726
March	34	24	44	28	26	34	5,179	5,978
April	18		14		30		6,106	
May	39		29		40		6,816	
June	31		33		38		6,417	
July	35		29		44		5,420	
August	40		37		47		13,882	
September	32		36		43		7,969	
October	23		43		23		6,729	
November	36		24		35		12,115	
December	15		23		27		2,648	
TOTAL	385		371				85,978	
Pending Beginning (2023)		13						
Pending Beginning (2024)		27						

Table 9. Preventive Mediation Cases Handled, By Manner of Disposition and Month: Philippines

As of March 31 2024

Indicator	Total	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
Pending, beginning of period	27	27	29	38									
Original Preventive Mediation Cases Filed	91	34	33	24									
Cases Treated as PM	0	0	0	0									
Total Cases Handled	118	61	62	62									
Workers involved in PM cases filed during the period	22,784	7,080	9,726	5,978									
Cases Disposed	84	32	24	28									
Settled	78	28	23	27									
Assumed Jurisdiction	0	0	0	0									
Certified for Compulsory Arbitration	0	0	0	0									
Materialized into Actual Strike/Lockout	0	0	0	0									
Materialized into Notice of Strike/Lockout	6	4	1	1									
Subsumed/Consolidated to AJ/CCA	0	0	0	0									
Others	0	0	0	0									
Pending, end of period	34	29	38	34									
Disposition Rate	71%	52%	39%	45%									
Disposition Rate (Net Cases Handled)	88%	76%	77%	72%									
Settlement Rate	66%	46%	37%	44%									
Settlement Rate (Net Cases Handled)	82%	67%	74%	69%									
Duration to Settle	30	28	32	29									

Data Source: National Conciliation and Mediation Board

Table 10. Preventive Mediation Cases Handled, By Manner and Region: Philippines
As of March 31 2024

Indicator	REGION/p																
	Total	NCR	CAR	R01	R02	R03	R04-A	R04-B	R05	R06	R07	R08	R09	R10	R11	R12	R13
Pending, beginning of period	27	11	0	0	0	7	6	0	0	0	0	0	0	1	2	0	0
Original Preventive Mediation Cases Filed	91	38	0	0	0	9	30	0	0	3	0	1	0	4	5	1	0
Cases Treated as PM	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Cases Handled	118	49	0	0	0	16	36	0	0	3	0	1	0	5	7	1	0
Workers involved in PM cases filed during the period	22,784	9,984	0	0	0	6,001	5,674	0	0	377	0	176	0	118	226	228	0
Cases Disposed	84	29	0	0	0	14	26	0	0	3	0	0	0	5	6	1	0
Settled	78	29	0	0	0	13	22	0	0	2	0	0	0	5	6	1	0
Assumed Jurisdiction	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Certified for Compulsory Arbitration	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materialized into Actual Strike/Lockout	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Materialized into Notice of Strike/Lockout	6	0	0	0	0	1	4	0	0	1	0	0	0	0	0	0	0
Subsume/Consolidated to AJ/CCA/MAS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Others	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Pending, end of period	34	20	0	0	0	2	10	0	0	0	0	1	0	0	1	0	0
Disposition Rate	71%	59%	0%	0%	0%	88%	72%	0%	0%	100%	0%	0%	0%	100%	86%	100%	0%
Disposition Rate (Net Cases Handled)	88%	76%	0%	0%	0%	100%	93%	0%	0%	100%	0%	0%	0%	100%	100%	100%	0%
Settlement Rate	66%	59%	0%	0%	0%	81%	61%	0%	0%	67%	0%	0%	0%	100%	86%	100%	0%
Settlement Rate (Net Cases Handled)	82%	76%	0%	0%	0%	93%	79%	0%	0%	67%	0%	0%	0%	100%	100%	100%	0%
Duration to Settle	30	37	0	0	0	35	19	0	0	12	0	0	0	22	40	49	0

Data Source: National Conciliation and Mediation Board