

The main issues of objectives the Consumer Affairs Agency of Japan (CAA)

I. Gathering Injury information at one stop, investigate the cause of the injuries, and provide information to the public

Building efficient system for gathering injury information

- Establishment of Injury Information Data Bank

Strengthening the function of analyzing and investigating the cause of injury

- Strengthening the function of Product testing at the NCAC and other organizations
- Consideration of more prompt analysis
- Employment staffs with expertise,

Publishing consumer injury-related information

- Considering the scope and process of disclosure in terms of

II. Improving and supporting the surroundings for local consumer administrations

Strengthening the local consumer administrations and consumer counselors

- Through the utilization of funds, which were established in the 47 prefectural governments, promoting the local consumer administrations and the consumer counseling system
- Starting of Consumer Hotline(0570-064-370)in 2010
- Supporting the local governments in capacity building of legal enforcement, strengthening their function of enforcement

Improving the working condition of consumer counselors

- Allocation of the additional funds in view of actions by the local governments to improve the working condition of consumer

Strengthening the cooperation between the central and local governments

- Strengthening the cooperation among related ministries and local governments in order to gather information of consumer troubles.
- Considering how to support local governments in consumer policy including establishment of consumer affairs centers.

III. Strengthening Consumers and Redress of Consumer Detriment

Implementing consumer education

- Considering how the agency acts as a control tower, in close coordination with the Ministry of Education, strengthening implementing system

Support for consumer organizations

- Support for authorized consumer organizations
- Provision of information and support for consumer organizations

Considering the consumer

- Considering the collective redress system for unfair business profit

Considering the efficient measures for the multi-indebted people problem

- Considering how the agency acts for the cabinet-wide efficient action for solving the problem

IV. Review or Fulfilling of the current policy structure

Planning the new Basic Plan for Consumer Policy

- Making the basic plan between fiscal year 2010-2014, with opinions of the consumer committee

Considering the legal system for further protection and

- Reviewing the function of the agency in view of further consumer protection

More appropriate operation of

- Making the Basic Policy on consumer safety based on the Consumer Safety Act
- Considering the scope of the serious consumer injuries, including the serious consumer detriments

Appropriate institutions in the field of representation,

- Consideration of the institution in the field of food representation

V. Smooth Implementation of Consumer

Improving the capacity of Consumer Affairs Agency and National Consumer Affairs Center

- Renewal of the PIO-NET system 2010
- Employment of the staffs with expertise, consumer -education for the civil servants.
- Considering the improvement for working condition for consumer counselor at the NCAC

Implementing the international cooperation

- Strengthening the cooperation in multinational framework such as OECD activities and implement regional cooperation in terms of consumer safety