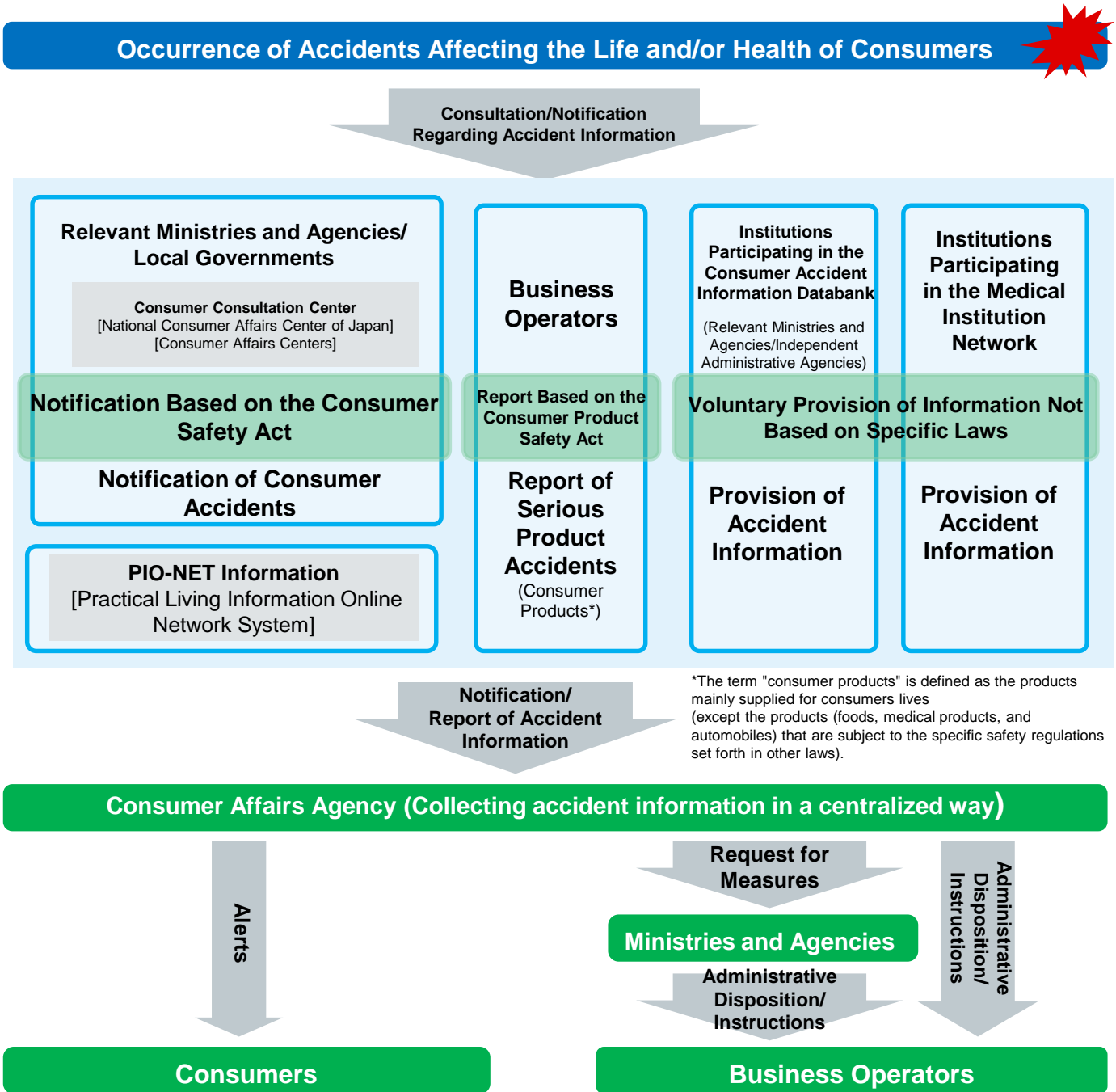


# Toward safe consumer life

## From collection of accident information to issuance of alerts



### Collecting, analyzing, and releasing accident information

The Consumer Affairs Agency collects accident information in a centralized way upon receipt of notifications of consumer accidents from relevant administrative organs and other entities concerned to regularly releases accident information to the public in accordance with the Consumer Safety Act that was enacted when the Consumer Affairs Agency was established. The Consumer Affairs Agency also analyzes the collected accident information, and the analysis results are released to the public, provided to local governments, and reported to the Diet and the Consumer Commission.

On top of that, the Consumer Affairs Agency centralizes the collected accident information upon receipt of reports about serious product accidents from business operators to regularly release to the public in accordance with the Consumer Product Safety Act.

## Measures against consumer damage affecting life and/or health pursuant to the Consumer Safety Act

To prevent the occurrence and expansion of consumer damage, it is required to promptly release the information necessary for consumers and issue alerts. Among the cases of consumer accidents on which the Consumer Affairs Agency collects information, if there are some cases whose damage is expected to become serious and spread, the Consumer Affairs Agency provides alerts to consumers to prevent the occurrence/recurrence of such accidents. Further, it is important that the entire administration including the relevant ministries and agencies copes with damage to prevent the occurrence or expansion of consumer accidents.

The Consumer Affairs Agency strives to prevent the occurrence or expansion of damage in cooperation with the relevant ministries and agencies as well as the related organizations of local governments by exchanging information and having discussions with them. Furthermore, the Consumer Affairs Agency has in place a system to request the relevant ministries and agencies to take action pursuant to the laws in their jurisdictions (Request for Measures).

In the event of any cases that cannot be addressed by any other laws (so-called niche area cases), the Consumer Affairs Agency can directly take action against the applicable business operator.

## Medical Institution Network

The Medical Institution Network was developed aiming to steadily promote initiative to collect accident information and utilize such information for preventing recurrence concerning victims getting involved in accidents that arise out of goods or services they have bought, receiving damage on their life and/or health, and using medical institutions. This initiative is being conducted as a joint project between the Consumer Affairs Agency and National Consumer Affairs Center of Japan gaining cooperation from the 24 medical institutions registered as of the end of March 2019. The Consumer Affairs Agency utilizes the information received from the medical institutions in the network mainly when alerting consumers.

## Consumer Accident Information Databank

The Consumer Affairs Agency developed the Consumer Accident Information Databank in cooperation with the National Consumer Affairs Center of Japan as a system to centralize and utilize information about consumer accidents and created an access environment that enables consumers to freely use the Databank online since April 1, 2010.

The Consumer Accident Information Databank started with the accident information consisting of 15,500 cases registered as the data since FY 2009 and increased to 239,808 cases as of March 31, 2019 as a result of registering and updating data on a daily basis.

**Consumer Accident Information Databank (Available in Japanese only)**

▶ <http://www.jikojo.go.jp/>

## Collection and provision of recalled products information

The Consumer Affairs Agency operates the “Consumer Affairs Agency Recall Information Site” that collects recall information about all genres of consumer goods such as cars, housing equipment, home electric appliances, sports/leisure products, toys, daily products, cosmetics, and food products to provide consumers with easy access to such information. Through this site, the Consumer Affairs Agency releases the recall information submitted by the relevant ministries and agencies based on laws/regulations, and the information directly reported by business operators such as:

1. Information about refund and replacement
2. Information about inspection and repair
3. Alert information concerning products

On this website, the e-mail broadcasting service is available for the recall information newly reported and information about serious incidents caused by recall products. Users also can receive recall information specific to products for the elderly or children per registration.

If you have any products subject to recall, please immediately stop using such products and contact the business operator.



リコール情報メールサービス  
登録はこちら



**Recall Information Site (Available in Japanese only)**

▶ <https://www.recall.caa.go.jp/>

**Registration for E-mail Service (Available in Japanese only)**

▶ <https://www.recall.caa.go.jp/service/register.php>

## Projects to Protect Children from Accidents

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The Consumer Affairs Agency has launched the "Projects to Protect Children from Accidents" to prevent "unforeseen accidents," one of the leading causes of deaths of children aged 0 to 14, and is committed to a reduction of such accidents.

### Child Safety E-mail Newsletter from the Consumer Affairs Agency /Official Twitter account of "Protecting Children from Accidents"

The Consumer Affairs Agency provides some tips on child accident prevention and alert information via its e-mail newsletter and Twitter account as needed.

Please utilize this service to protect your children from unforeseen accidents.

**Introduction of Child Safety Email Newsletter/Twitter (Available in Japanese only)**

▶ [https://www.caa.go.jp/policies/policy/consumer\\_safety/child/project\\_001/](https://www.caa.go.jp/policies/policy/consumer_safety/child/project_001/)

### Child Accident Prevention Handbook

This booklet provides information about the most common unforeseen accidents among children aged 0 to 6 (pre-school children), the way to prevent such accidents, and tips for coping with such an accident if it occurs.

**Child Accident Prevention Handbook**

▶ [https://www.caa.go.jp/policies/policy/consumer\\_safety/child/project\\_002/pdf/child\\_project\\_002\\_en\\_190701\\_0001.pdf](https://www.caa.go.jp/policies/policy/consumer_safety/child/project_002/pdf/child_project_002_en_190701_0001.pdf)

## Playing the leading role in food safety and deepening consumers understanding of it

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In Japan, the relevant ministries and agencies conduct various initiatives to promote food safety in cooperation with one another. The Consumer Affairs Agency takes the initiative in conducting such initiatives. In addition, the Consumer Affairs Agency strives for the enhancement of risk communication and provision of accurate information concerning food safety through various topics such as the concept of food safety and health food so that consumers can become independent-minded in their buying behavior by acquiring the correct knowledge about food safety scientifically proved. The nuclear power plant accidents that resulted from the Great East Japan Earthquake have caused considerable concerns about food safety to consumers, and the accidents have also given rise to harmful rumors of local food products from the disaster areas.

The Consumer Affairs Agency supplies the accurate information about radiation and food safety to consumers through the leaflet "Food and Radiation Q&A" on the website and also regularly holds symposia in various locations, where consumers have opportunities to discuss this issue with experts.

Further, the Consumer Affairs Agency rents out radioactive substance testing equipment to local governments in cooperation with the National Consumer Affairs Center of Japan so that consumers can check, by themselves, the radioactive substances contained in food to ensure safety.