Organization of the Consumer Affairs Agency

* [ ] indicates a concurrent post

- Prime Minister
- Minister of State for Consumer Affairs and Food Safety
- State Minister
- Parliamentary Vice-Minister
- **Consumer Affairs Agency**
  - Commissioner
    - Vice-Commissioner
    - Director General for Evidence-based Policymaking
    - Director General for Food Safety Standards and Technological Affairs
    - Director General (4)
    - [Public Records Management Officer]
    - [Legal Affairs Inspector]
    - Counselor (2)
  - Strategic Headquarters for Frontiers of Consumer Policy (Tokushima City, Tokushima Prefecture)
  - (Councils)
    - Food Safety Standards Council
    - Consumer Safety Investigation Commission
    - Consumer Education Promotion Council

Division	Main Administrative Work
General Affairs Division (Human Resources Planning Office) (Management Office) (Public Relations Office)	General affairs, human resources, budget and accounting, organization and staffing, judicial review, parliamentary relations, information systems, policy assessment, Evidence-based Policymaking, disaster prevention, public relations
Policy Planning Division (Office of Addressing Financial Detriment) (Office for Measures against Improper Solicitation of Donations)	• Coordination of consumer administration • Planning and promoting basic policy including the Basic Plan on Consumer Policy • Enforcing financial detriment cases based on the Consumer Safety Act • Operation of the Act on Preventing Unjust Solicitation of Donations by Corporations
Legal System Planning Division	• In relation to the basic policy to protect and promote consumer benefits, planning and promoting systems related to consumer affairs (including administering the Consumer Contract Act and certifying and supervising Qualified Consumer Organizations
Consumer Education Promotion Division (Food Loss Reduction Promotion Office)	• Promotion of consumer education • Supporting the administration of the Consumer Education Promotion Council • Raising awareness and disseminating information to consumers • Promotion of food loss reduction
Local Cooperation Division	• Planning and promoting policy related to local consumer affairs administration • Holding jurisdiction over the National Consumer Affairs Center of Japan
Consumer Safety Division (Accident Investigation Office)	• Administration of the Consumer Safety Act (Life and/or Health), Consumer Product Safety Act (Serious Product Accident Reporting), etc. • Coordination of policies to ensure food safety • Assisting the investigations of the Consumer Safety Investigation Commission
Food Safety Standards and Evaluation Division	• Establishment of Specifications and Standards under the Food Sanitation Act • Support for the operation of the Food Safety Standards Council
Consumer Transaction Division (Office for Consumer Protection on Digital Transaction Platforms)	• Planning, drafting, and enforcement of the Act on Specified Commercial Transactions, the Act on Deposit Transactions, and related laws • Operation of the Act on the Protection of Consumers Who Use Digital Platforms for Shopping
Representation Division	• Administration of the Act against Unjustifiable Premiums and Misleading Representations, the Household Goods Quality Labeling Act, and the Act on the Promotion of Housing Quality Assurance • Enforcement of the Health Promotion Act
Food Labeling Division (Food Labeling Measures Office) (Health Labeling Office)	• Administration of laws related to food labeling, such as the Food Labeling Act • Planning and drafting under the Health Promotion Act • Operation of systems related to Foods with Health Claims
Counselor (Research and International Affairs)	• Conducting surveys to understand the current state of consumer issues and policy needs • Preparing the White Paper on Consumer Affairs, which compiles the status of consumer policy implementation • Promoting cooperation with foreign authorities
Counselor (Whistleblowing and Collaboration)	• Planning and promoting systems for whistleblower protection • Promotion of consumer-oriented management and collaboration with business operators • Operations related to prices (public utility charges, the Act on Emergency Measures for Stabilizing Living Conditions of the Public, etc.)

Number of Staff 478
(As of the end of FY2025)