



World Consumer Protection Map

Contribution by
JAPAN

Page 2: Contact of respondent

Q1 Name of responding member State **Japan**

Q2 Name of responding authority/agency:

Consumer Affairs Agency, Government of Japan

Page 3: Consumer protection legislation

Q7 Does your country's Constitution contain a provision on consumer protection? **No**

Q8 If you do, please provide de following details: **Respondent skipped this question**

Q9 Does your country have have specific law(s) on consumer protection ? **Yes**

Q10 If you do, when was the main specific law first enacted? Date **30/05/1968**

Q11 If your main specific law on consumer protection has been revised, when was the date of its latest revision? Date **22/08/2012**

Consumer Protection Survey

Q12 Please provide the following details of the current specific law(s):

1- Name of law	Basic Act on Consumer Policies
1- URL link	http://www.japaneselawtranslation.go.jp/law/detail/?re=01&dn=1&x=0&y=0&co=1&ia=03&yo=&gn=&sy=&ht=&no=&bu=&ta=&ky=%E6%B6%88%E8%B2%BB%E8%80%85%E5%9F%BA%E6%9C%AC%E6%B3%95&page=9
2- Name of law	Consumer Safety Act
2- URL link	http://www.japaneselawtranslation.go.jp/law/detail/?re=01&dn=1&x=0&y=0&co=1&ia=03&yo=&gn=&sy=&ht=&no=&bu=&ta=&ky=%E6%B6%88%E8%B2%BB%E8%80%85%E5%AE%89%E5%85%A8%E6%B3%95&page=1
3- Name of law	Consumer Contract Act
3- URL link	http://www.japaneselawtranslation.go.jp/law/detail/?re=01&dn=1&x=0&y=0&co=1&ia=03&yo=&gn=&sy=&ht=&no=&bu=&ta=&ky=%E6%B6%88%E8%B2%BB%E8%80%85%E5%A5%91%E7%B4%84%E6%B3%95&page=11
4- Name of law	Act on Specified Commercial Transactions
4- URL link	http://www.japaneselawtranslation.go.jp/law/detail/?re=01&dn=1&x=0&y=0&co=1&ia=03&yo=&gn=&sy=&ht=&no=&bu=&ta=&ky=%E6%B6%88%E8%B2%BB%E8%80%85%E5%A5%91%E7%B4%84%E6%B3%95&page=17
5- Name of law	Act on the Deposit, etc. Transaction Agreements of Specified Commodities, etc.
5- URL link	http://www.japaneselawtranslation.go.jp/law/detail/?re=01&dn=1&x=0&y=0&co=1&ia=03&yo=&gn=&sy=&ht=&no=&bu=&ta=&ky=%E7%89%B9%E5%AE%9A%E5%95%86%E5%93%81%E7%AD%89%E3%81%AE%E9%A0%90%E8%A8%97%E7%AD%89%E5%8F%96%E5%BC%95%E5%A5%91%E7%B4%84&page=6
6- Name of law	Act against Unjustifiable Premiums and Misleading Representations
6- URL link	http://www.japaneselawtranslation.go.jp/law/detail/?re=01&dn=1&x=0&y=0&co=1&ia=03&yo=&gn=&sy=&ht=&no=&bu=&ta=&ky=%E4%B8%8D%E5%BD%93%E6%99%AF%E5%93%81%E9%A1%9E%E5%8F%8A%E3%81%B3%E4%B8%8D%E5%BD%93%E8%A1%A8%E7%A4%BA%E9%98%B2%E6%AD%A2%E6%B3%95&page=8

Consumer Protection Survey

Q13 Please check all the fields that your consumer protections law(s) cover.

Consumer rights/legitimate needs,
Access by consumers to essential goods and services ,
Protection of vulnerable and disadvantaged consumers
,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement)
,
Voluntary codes for businesses ,
Electronic commerce,
Promotion of sustainable consumption ,
Data protection and privacy ,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Page 4: Consumer protection legislation

Q14 From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Respondent skipped this question

Q15 Please indicate the URL Link of the relevant law(s) to each field:

Respondent skipped this question

Page 5: Consumer protection institutions

Q16 Name of Ministry responsible for consumer protection:

Respondent skipped this question

Q17 URL link of responsible Ministry for consumer protection:

Respondent skipped this question

Consumer Protection Survey

Q18 Year when consumer protection was assumed by the current responsible ministry:

Respondent skipped this question

Page 6: Consumer protection institutions

Q19 Do you have a main consumer protection authority/agency?

Yes

Q20 Name of main consumer protection authority/agency:

Consumer Affairs Agency, Government of Japan

Q21 URL of main consumer protection authority/agency:

<https://www.caa.go.jp/en/>

Q22 Year of creation:

2009

Q23 Annual budget: (in USD)

107000000

Q24 Total number of staff:

360

Q25 Total number of staff directly affected to consumer protection:

300

Q26 Do you have a law/decreed that governs the main consumer protection authority/agency?

Yes

Q27 If you do, please provide the following details:

Reference of the law/decreed

Consumer Agency and Consumer Committee Act

Consumer Protection Survey

Q28 Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

Consumer rights/legitimate needs,
Access by consumers to essential goods and services ,
Protection of vulnerable and disadvantaged consumers ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement) ,
Voluntary codes for businesses ,
Electronic commerce,
Promotion of sustainable consumption ,
Data protection and privacy ,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Page 7: Consumer protection institutions

Q29 From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Respondent skipped this question

Q30 URL Link of the relevant authority/agency to each field:

Respondent skipped this question

Consumer Protection Survey

Q31 Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

Consumer rights/legitimate needs,
Access by consumers to essential goods and services ,
Protection of vulnerable and disadvantaged consumers ,
Physical safety,
Product quality,
Terms and conditions ,
Promotional marketing and sales practices (including misleading advertisement) ,
Voluntary codes for businesses ,
Electronic commerce,
Promotion of sustainable consumption ,
Data protection and privacy ,
Dispute resolution,
Redress,
Consumer education,
Consumer information

Page 8: Consumer protection institutions

Q32 From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Respondent skipped this question

Q33 URL Link of the relevant authority/agency to each field:

Respondent skipped this question

Q34 Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

170

Q35 Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)?

Yes

Consumer Protection Survey

Q36 Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

Respondent skipped this question

Q37 Record highest amount for any sanction/measure imposed: (in USD)

4000000

Q38 Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

Publicise violations, improvement orders, fines, suspension on businesses for a fixed period of time, bans on businesses for a fixed period of time

Page 9: Consumer protection institutions

Q39 Are there any non-governmental consumer organizations/associations in your country?

Respondent skipped this question

Q40 Do you have a law/decreed that governs consumer organizations/associations?

Respondent skipped this question

Q41 In case you have a law/decreed that governs consumer organizations, please provide the following details:

Respondent skipped this question

Q42 Do consumer organizations/associations fulfil any of the following functions?

Respondent skipped this question

Q43 Do consumer groups/associations receive public funding?

Respondent skipped this question

Q44 Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

Respondent skipped this question

Page 10: Consumer protection institutions

Q45 Can consumers obtain redress through judicial channels?

Yes

Q46 Is there a specialized judicial mechanism for consumer complaints?

Yes

Q47 If there is, please provide the following details

Name

Consumer Organization Collective Litigation System

URL Link

https://www.caa.go.jp/en/policy/consumer_system/

Consumer Protection Survey

Q48 Do you have collective redress/class actions for consumer complaints?

Yes

Q49 Who can represent consumer interests in court?

**Consumers individually,
Lawyers,
Consumer associations**

Q50 What is the highest damages award following a collective redress/class action?

Respondent skipped this question

Page 11: Consumer protection institutions

Q51 Regarding out-of-court/alternative consumer dispute resolution, are there any of the following?

**Mediation/ Conciliation,
Arbitration**

Q52 If there are any of the above, please provide the following details:

1- Name

Consumer Organization Collective Litigation System

1- URL Link

https://www.caa.go.jp/en/policy/consumer_system/

Q53 Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

Yes

Q54 If there are, please provide the following details:

1- Name

Cross-border Consumer center Japan (CCJ)

1- URL Link

<https://www.ccj.kokusen.go.jp/>

Page 12: Consumer protection institutions

Q55 Are there any self-regulation initiatives from businesses?

Respondent skipped this question

Q56 Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

Respondent skipped this question

Q57 Are there any co-regulation initiatives between businesses and public entities?

Respondent skipped this question

Q58 Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

Respondent skipped this question

Consumer Protection Survey

Q59 Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

Respondent skipped this question

Page 13: Consumer protection institutions

Q60 What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

Respondent skipped this question

Q61 Please provide name and URL link of formal bilateral agreements (treaties):

Respondent skipped this question

Q62 Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

Respondent skipped this question

Q63 Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

Respondent skipped this question

Q64 Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

Respondent skipped this question

Q65 Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

Respondent skipped this question

Q66 Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

Respondent skipped this question

Q67 Do you have any experience in cross-border cooperation on enforcement?

Respondent skipped this question

Q68 If you do, please provide a short description

Respondent skipped this question

Q69 Do you engage in technical cooperation or capacity building activities on consumer protection?

Respondent skipped this question

Q70 If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

Respondent skipped this question

Page 14: Consumer protection policies

Q71 Does your authority/agency carry out information and education initiatives? **Yes**

Q72 Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Product hazard,
Product labelling,
Legislation, dispute resolution,
Electronic commerce,
Financial services,
Sustainable consumption ,
 Other (please specify):
 Consumer Contract, Consumer Action

Q73 Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers? **Yes**

Q74 If your authority/agency does, please provide the following details:

1- Name of initiative	Local community "watch over" system
1- Scope of initiative	Providing case examples of leading actions, audiovisual materials & other tools for the people who participate "watch over" activity
1- URL link	https://www.caa.go.jp/en/policy/consumer_education/
1- Impact (short description)	Various community members share information, watch over vulnerable and disadvantaged consumers to prevent consumer troubles and accidents.

Q75 Do consumer organizations/associations provide education and information initiatives? **Respondent skipped this question**

Q76 If consumer organizations/associations do, please provide the following details: **Respondent skipped this question**

Page 15: Consumer protection policies

Q77 Does your authority/agency conduct research and analysis on consumer protection issues? **Yes**

Consumer Protection Survey

Q78 If your authority/agency does, please provide the following details:

1- Main area of work	Basic survey on consumer life
1- URL link to online library or publication(s)	https://www.caa.go.jp/en/policy/consumer_research/
2- Main area of work	Commodity price monitor survey
2- URL link to online library or publication(s)	https://www.caa.go.jp/en/policy/consumer_research/

Q79 Do other organizations/associations conduct research and analysis on consumer protection?

Respondent skipped this question

Q80 If other organizations/associations do, please provide the following details:

Respondent skipped this question
