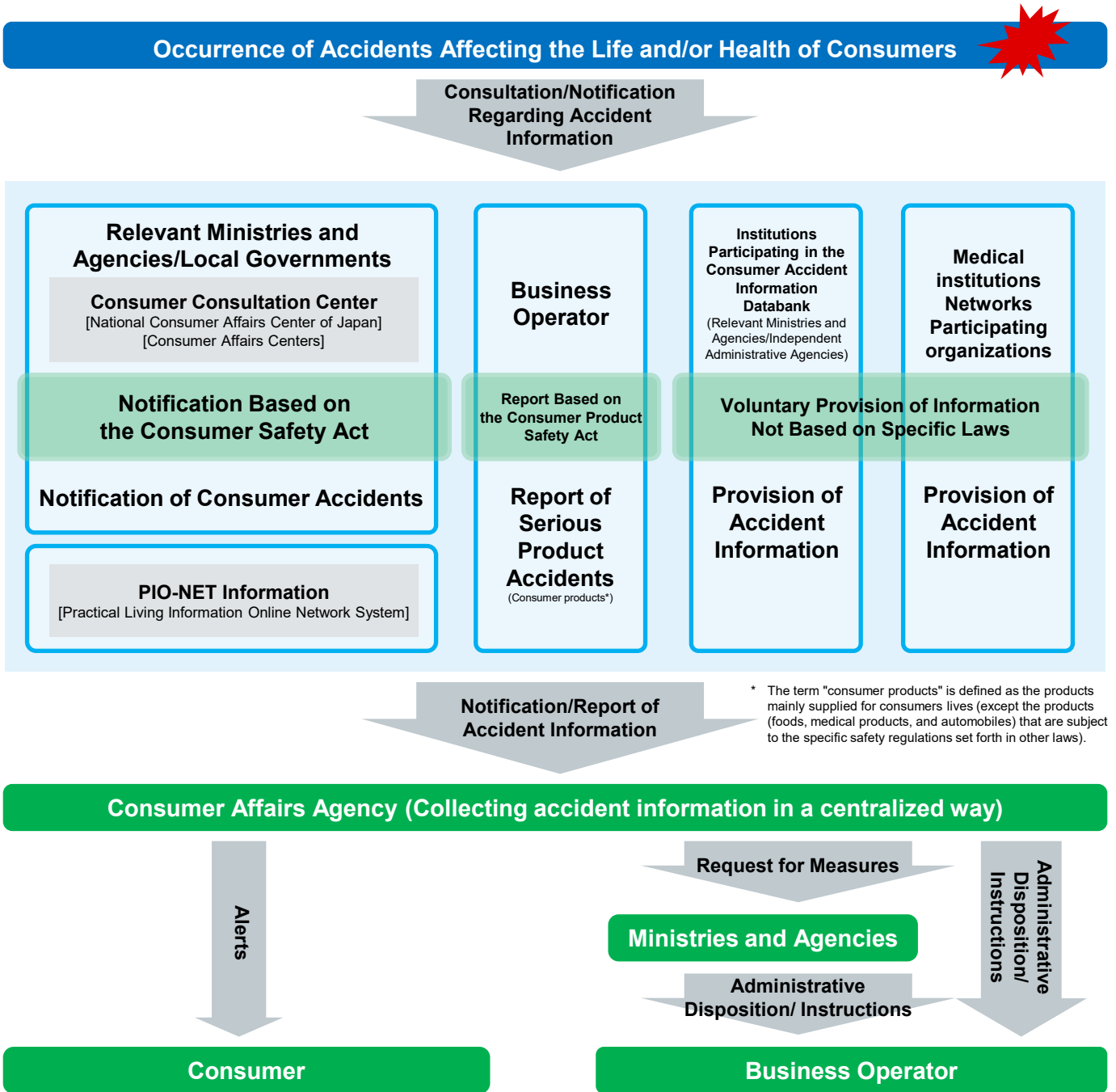


# Toward safe consumer life

## 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.

## Consumer Accident Information Databank System

The Consumer Accident Information Databank System has been operated since April 2010, in cooperation with the National Consumer Affairs Center of Japan, as a system for centrally collecting and utilizing information on consumer accidents. This includes notifications submitted under the Consumer Safety Act, reports made under the Consumer Product Safety Act, and information provided by relevant ministries and agencies.

As of the end of December 2025, approximately 420,000 accident reports had been accumulated in the system, which can be searched and viewed.

### Consumer Accident Information Databank System

▶ <https://www.jikojoho.caa.go.jp/>

## Medical Institution Network

The Medical Institution Network Project has been implemented since December 2010 as a joint initiative of the Consumer Affairs Agency and the National Consumer Affairs Center of Japan. Its purpose is to steadily promote efforts to collect accident information from patients who visit medical institutions after suffering harm to their life and/or health in consumer accidents, and to utilize such information to prevent the recurrence of similar or related accidents. As of the end of December 2025, 32 medical institutions are participating in this project. The Consumer Affairs Agency utilizes the information received from the medical institutions in the network mainly when alerting consumers.

## Japanese Product Safety Pledge

The Japanese Product Safety Pledge is Japan's version of the Product Safety Pledge, developed through collaboration between the Consumer Affairs Agency and the relevant ministries and agencies responsible for consumer products, and major online marketplace (OM) operators. It is based on the Communiqué on the Product Safety Pledges published by the OECD (Organisation for Economic Co-operation and Development) in 2021.

The Japanese Product Safety Pledge is a public-private collaborative voluntary initiative that goes beyond the existing legal framework for product safety. Its purpose is to provide stronger protection for consumers from risks to life and/or health—such as product fires—posed by recalled or unsafe products listed and sold on OMs. The pledge covers both B2C business models, such as large-scale online shopping malls, and C2C business models, such as online flea markets and internet auctions.

As of the end of December 2025, eight companies had signed the Japanese Product Safety Pledge.

### Japanese Product Safety Pledge

▶ [https://www.caa.go.jp/policies/policy/consumer\\_safety/product\\_safety\\_pledge](https://www.caa.go.jp/policies/policy/consumer_safety/product_safety_pledge)

## Collection and provision of recalled products information

Since April 2012, the Consumer Affairs Agency has operated the Consumer Affairs Agency Recall Information Site, which centrally compiles and provides easy-to-understand information for consumers. This includes recall information collected and published by relevant ministries and agencies under applicable laws and regulations, as well as voluntary recalls and alerts reported to the Agency by business operators.

To ensure that new recall information reaches consumers quickly, the site also offers an email distribution service (email newsletter) that delivers the latest recall notices. The service can be tailored to provide recall information limited to products for elderly people or products for children, including cases involving missing allergen labeling on food products.

Because some products may have specific precautions or additional considerations, users are encouraged to check the websites of relevant administrative bodies via the "Reference Information" section and to contact business operators directly for further details.

In addition, since June 2021, the Agency has operated the Food Labeling Recall Information and Violation Information Site, which provides access to information on food products subject to voluntary recalls reported by business operators under the Food Labeling Act.



リコール情報メールサービス  
登録はこちら



### Consumer Affairs Agency Recall Information Site

▶ <https://www.recall.caa.go.jp/>

### Registration for E-mail Service

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

### Food Labeling Recall and Violation Information Site

▶ [https://www.caa.go.jp/policies/policy/food\\_labeling/food\\_labeling\\_recall](https://www.caa.go.jp/policies/policy/food_labeling/food_labeling_recall)

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

The Consumer Affairs Agency, as the control tower for food safety, works to strengthen coordination mechanisms with relevant ministries and agencies, and to respond to urgent situations. Together with these ministries and agencies, it also engages in risk communication—sharing information and exchanging views among consumers, business operators, and other stakeholders—on themes such as radioactive substances in food and food poisoning prevention. In addition, the Agency is involved in international cooperation and harmonization, including the development of international rules.

The Agency also provides information on food safety through its website, including publications such as Health Foods Q&A and Food and Radiation Q&A, and disseminates seasonal food poisoning prevention tips and other information via X (formerly Twitter) and Facebook.

To ensure consumer safety and peace of mind, the Agency, in cooperation with the National Consumer Affairs Center of Japan, lends radioactive substance testing equipment to local governments so that they can directly measure radioactive substances in foods—such as home-grown produce—submitted by consumers for testing.