

Department of Consumer Protection,  
Executive Yuan

# The enforcer of consumer protection

- **Tasks:**

Promotion, supervision, and coordination  
of consumer protection policies

- **Mission:**

Protect consumer rights

- **Long-range goal:**

Improve consumer safety and quality



## About Department of Consumer Protection, Executive Yuan

### History

The Consumer Protection Commission, chaired by the Deputy Premier of the Executive Yuan, was established by order of Executive Yuan on July 1<sup>st</sup>, 1994, under Article 40 of the Consumer Protection Law. After the Executive Yuan' s re-organization, the Commission was incorporated as a part of Executive Yuan on January 1<sup>st</sup>, 2012. The original executive unit then became the "Department of Consumer Protection," and the Commission was reformed as a task force, the "Consumer Protection Committee" . The Consumer Protection Committee council continues to be convened by the Deputy Premier of Executive Yuan. Its members include directors from related departments, representatives from nation-wide consumer protection groups/business owners, and scholars.

### Mission

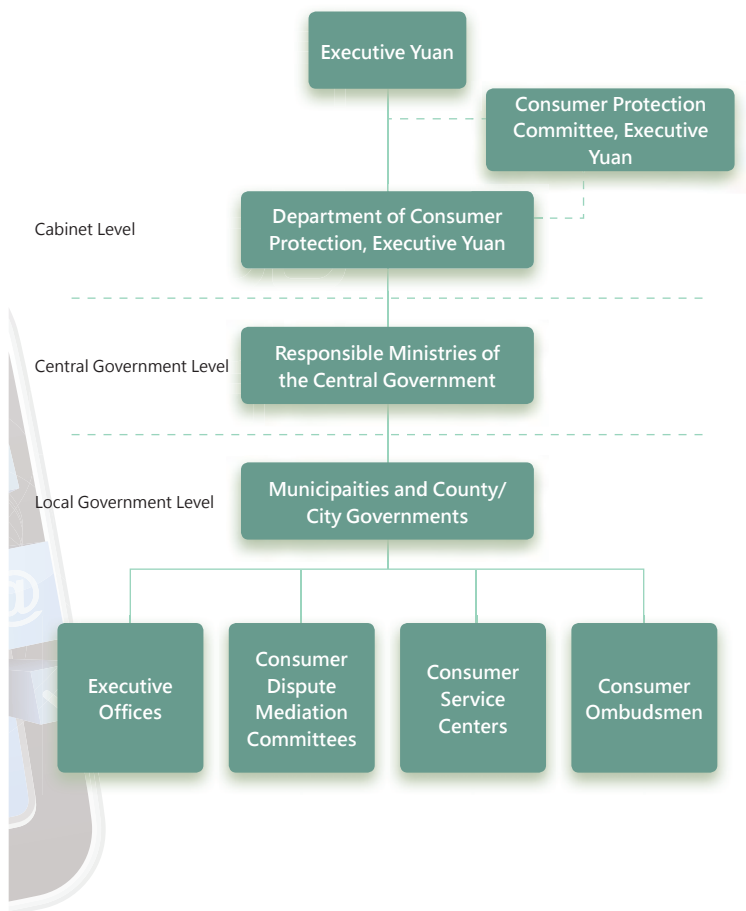
The main responsibilities of the Department of Consumer Protection include drafting and amending consumer protection policies, supervising and coordinating the promotion of central/local consumer protection executive operations, researching consumer protection laws, mediating major related disputes, and conducting the administrative operations of the Consumer Protection Committee.



## About Consumer Protection Administrative Organization

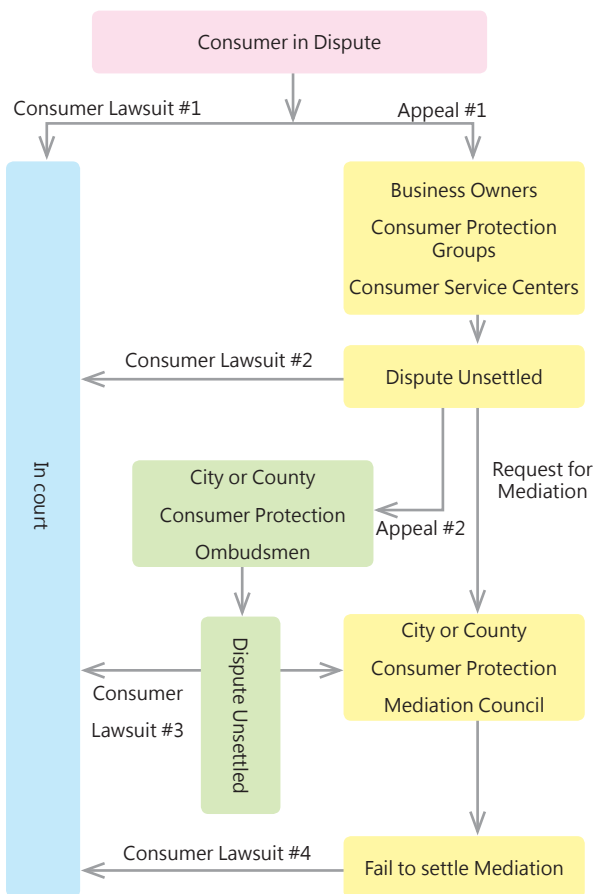
Consumer protection is the responsibility of both central and local government; the Department of Consumer Protection in the central government oversees all domestic consumer protection-related operations and facilitates legislation and policies with the help of directors from related departments; municipality and city/county governments are responsible for the execution of operations. The Department of Consumer Protection engages in the review and amendment of relevant legislation based on periodic performance evaluations of both the central and local governing bodies.

### Administrative Organization of Consumer Protection Units



## Procedures for Consumer Appeal

In the case of disputes between consumers and business establishments, the following procedures and channels should be taken for appeal and mediation:



Consumers are not required to go through the appeal and mediation process before raising a lawsuit. Consumers retain the right to raise a lawsuit during the appeal and mediation process.

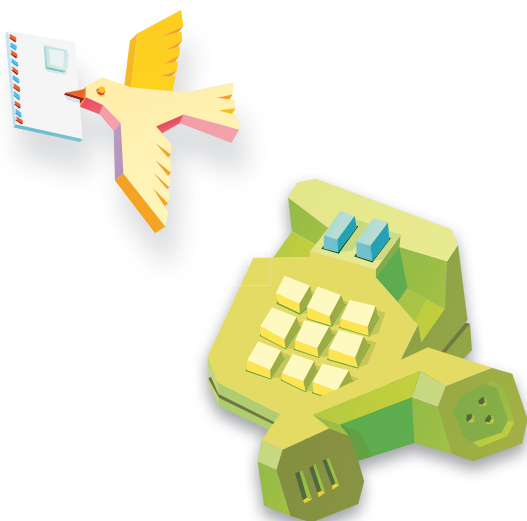
## Convenient Channels for Consumer Appeal and Inquiry

### Channels for Appeal and Mediation:

1. Go online to initiate the appeal and mediation process (<http://www.cpc.ey.gov.tw> > English > Complaining).
2. Download the appeal form online, fill it out, and send it by mail or fax to the municipality city/county consumer service centers.
3. Visit the consumer service centers in your local city/county government to obtain the appeal form, fill it out, and submit it.

### Call the consumer service hotline "1950" for inquiries.

For more information, please visit the Consumer Protection Committee website <http://www.cpc.ey.gov.tw> or the Executive Yuan' s global information network <http://www.ey.gov.tw/> under "Information and Services" > "Consumer Protection."



# Consumer New Life Movement

## 8 DON'Ts

**DON'T** visit high-risk establishments

**DON'T** buy products that are not  
properly labeled

**DON'T** ingest questionable  
food or medicine

## 7 MUSTs

**MUST** have complete product information

**MUST** act reasonably as a consumer

**MUST** lodge a complaint  
on any fraudulent activity

**MUST** remember the “1950”  
appeal hotline

**MUST** participate in consumer protection

**MUST** work together for consumer rights

**MUST** abide by sustainable  
consumption practices

