

Table 1. Trends in number of cases received by type of agency

year	local government consumer centers	consumer organization	Japan Consumer Information Center	Total	Increase over previous year (%)
∴	∴	∴	∴	∴	∴
1975	127,435	14,470	4,554	146,459	10.7
∴	∴	∴	∴	∴	∴
80	176,662	12,975	5,381	195,018	6.4
81	198,441	2,855	6,516	207,812	6.6
82	226,298	3,710	6,708	236,716	13.9
83	254,520	3,191	6,580	264,291	11.6
84	314,608	3,700	5,933	324,241	22.7
85	366,424	3,611	6,367 (733)	377,135	16.3
86	368,102	3,262	6,326 (1,592)	379,282	0.6
87	365,188	3,688	4,715	373,591	▲1.5
88	344,542	2,819	4,940 (960)	353,261	▲5.4
89	346,755	3,475	6,267 (757)	357,254	1.1
90	331,859	4,017	5,969 (756)	342,601	▲4.1
91	346,965	3,146	5,950 (791)	356,852	4.2
92	381,712	3,031	6,722 (1,295)	392,760	10.1
93	422,176	3,875	7,315 (722)	434,086	10.5
94	437,053	3,916	6,742 (563)	448,274	3.3
1994 change over the previous year(%)	3.5	1.1	▲ 0.1	3.3	3.3

Note:1. The figures represent the total number of cases received by all agencies including unclassified cases.

2. The figures for the number of cases received by consumer organizations after 1983 are the total number of cases received by the Consumption Science Federation (~1993), the Japan Consumers' Association and Japan Housewives Association.

3. Of the cases received by the JCIC, the figures in parentheses for 1985 represent the number of cases received in the "Dial 110 on Toyota Shoji Affair", for 1986 - the number received for the "Dial 110 on Mortgage Securities and Future Transactions", for 1988 "Dial 110 on Credit Trouble" and "Dial 110 on Mail Order Selling", for 1989 "Dial 110 on Credit" and "Dial 110 on Unethical Telephone Sales", for 1990 "Dial 110 on Fraudulent Investment Practices", for 1991 "Dial 110 on Package Tour Troubles" and "Dial 110 on Troubles Related to Personal Credit Report", for 1992 "Dial 110 on Troubles with Banks" and "Dial 110 on Aesthetic Salon Trouble", for 1993 "Dial 110 on Troubles with Banks" and for 1994 "Consumer Telephone Counseling Related to the Earthquake Disaster(toll-free)".