

5 Sept 2005

**PRESS RELEASE**

新中消费者协会9月5日联合新闻稿

新加坡和中国消费者协会就共同保护消费者权益和加强产品监测  
合作的签署备忘录

**Consumers Association of Singapore and China Consumers'  
Association sign MOU to strengthen collaborations on  
product testing and share initiatives on consumer  
protection**

The Consumers Association of Singapore (CASE) and the China Consumers' Association (CCA) are pleased to announce that the two national consumer bodies will sign a Memorandum of Understanding (MOU) at the CASE office on 5 September 2005 during CCA's visit to Singapore. 中新消协将于9月5日签署备忘录。

A four-member delegation from CCA led by Mr Mu Jian Hua, the Secretary General of CCA, will be in Singapore from 4 to 6 September. During their visit, the delegation will pay a visit to the Ministry of Trade and Industry (MTI) and CASE. Senior Officers from the Economic Development Board (EDB) will also meet the delegation at the CASE office on 5 September. 应新消协邀请, 以中消协常务副会长兼秘书长母建华先生为团长的一行四人代表团于9月4-6日访问新加坡, 并于9月5日同新消协签署备忘录。

The MOU signed between CASE and CCA will be witnessed by an officer from the Embassy of China in Singapore. 备忘录由中国驻新加坡大使馆代表见证。

The China Consumers Association (CCA) is a national organization set up in 1984 to protect consumers' interests. It proposes and reviews consumer protection legislation (including refund policies), provides reasonable and scientific guidance on consumer activities, and handles and mediates consumers' complaints. It represents all 1.3 billion or so consumers in China. There are 3222 consumers' associations at or above county's level in China so far, among which

**31 are of provinces, autonomous regions and municipalities directly under the Central Government.** 中国消费者协会简介：中国消费者协会是依法成立的对商品和服务进行社会监督的保护消费者合法权益的社会团体。她是代表中国 13 亿消费者的组织。中国消费者协会的宗旨是：对商品和服务进行社会监督，保护消费者权益；指导广大群众的消费，促进社会主义市场经济的发展。

**Both CCA and CASE are members of Consumers International (CI), which supports, links and represents consumer groups and agencies all over the world. It has a membership of over 250 organisations in 115 countries.** 中消协和新消协都是国际消费者联盟的会员。

**CASE had previously visited CCA in Beijing earlier this year in March. This was the beginning of closer ties between the two associations as they shared views and experiences on consumer protection legislation, dispute resolution mechanisms, consumer product testing and research, and CaseTrust Accreditation for private schools.** 新消协在今年 3 月访问中国消费者协会期间，双方就保护消费者法令、建立共同解决两国消费者纠纷的机制、加强产品调研和监测的合作，以及新消协私立学校鉴定计划交换了意见。

**CASE is pleased to sign this MOU with CCA, their second MOU with a consumer organization to exchange experiences on consumer protection and seek cooperation opportunities. An MOU with India's Consumer Coordination Council had also been signed on 26 August 2005.** 中新消费者组织备忘录是新消协在同印度消费者协调理事会在 8 月 26 日签署备忘录之后的第二个备忘录。

**The signing of this MOU paves the way for future co-operation between the two associations on relevant consumer issues. Both CASE and CCA agree to arrange mutual exchange visits annually to exchange ideas and discuss current and future collaborations.** 由中消协和新消协签订的合作备忘录记录了中消协和新消协就有关加强双方交流与合作达成的相互谅解。

**Among the confirmed joint initiatives discussed, CASE and CCA will set up a mutually beneficial communication channel to assist consumers of both countries who may have a problem with a retailer in the other country.** 中新备忘录签署后，中消协和新消协将合作建立一定的渠道，相互受理两国间消费者的投诉。

Product testing will be a major area of co-operation and collaboration between CASE and CCA, in line with the product testing initiatives of both countries. CCA conducts numerous comparative product tests and the result of each comparative test is published every month to provide consumer information. CASE's testing and research projects have included food expiry date surveys, aquarium filter pumps, cellphone radiation levels, mercury content in batteries, and energy-saving lamps. 产品监测将是中新双方今后交流与合作的主要领域。中消协对很多产品都进行过监测，新消协的产品市场调查监测项目包括过期食品、鱼缸过滤器、手机辐射、电池汞含量以及节能灯等。

Hence, an information sharing system will be established so that both sides can exchange the results of their market research and consumer products tests. 中消协和新消协均同意相互交换出版物，共享产品测试结果和消费调查等信息

CASE President Mr Yeo Guat Kwang is looking forward to having CCA's inputs on planned testing and research projects for CASE. "We believe that much can be learned from CCA's experience in product testing. We share the same goals of consumer education and protection when it comes to ensuring the quality and safety of consumer goods, and because of the constant flow of goods between both countries, it is important that consumers in both countries are kept informed so that they can make wise purchase choices." 消协会长杨木光说：“我们相信，我们将从中消协的工作和经验中受益。双方共同的目标是加强消费者教育，保护消费者权益，确保消费品的质量和安全。中新两国之间有大量的产品的流动，因此，很重要的一点是，两国消费者能够获得信息，作出明智的购物选择。

Agreeing, Mr Mu Jian Hua, the Secretary General of CCA, said: "With the support of the Chinese Government, CCA is dedicated to guiding the direction of goods and services activities, implementing consumer protection legislation, and regulating the economic system in the market, all of which enhances the healthy development of national economic development. CASE fights for the rights of consumers. It has a lot of experience in the fields of consumer education, product testing, and the successful management of the CaseTrust Accreditation Scheme. The collaboration and exchanges between the two organizations will greatly enhance the consumer protection activities of our both countries."

在中国政府的重视与支持下，在对商品和服务进行社会监督、保护消费者合法权益等方面做了大量工作，有力地维护了市场经济秩序，促进了国家经济社会健康发展。CASE 十分重视消费者权益保护工作，在加强消费者教育、组织进行产品检测、推行商品保障标识等方面积累了很多宝贵经验，值得学习和借鉴。当前，中新两国人员往来频繁，商品交易活跃，两国间消费者组织的合作与交流，必将对两国消费者权益保护工作产生积极的影响。

**Mr Yeo Guat Kwang**

**President**

**Consumers Association of Singapore**

中消协代表

母建华先生

常务副会长兼秘书长

中国消费者协会

**Mr Mu Jian Hua**

**Standing Vice President  
& Secretary General**

**China Consumers' Association**

新消协代表

杨木光先生

会长

新加坡消费者协会