



उपभोक्ता मामले विभाग
DEPARTMENT OF
CONSUMER AFFAIRS

सत्यमेव जयते

The Consumer's Journey (Book 2) Review the Reviews and Other Stories





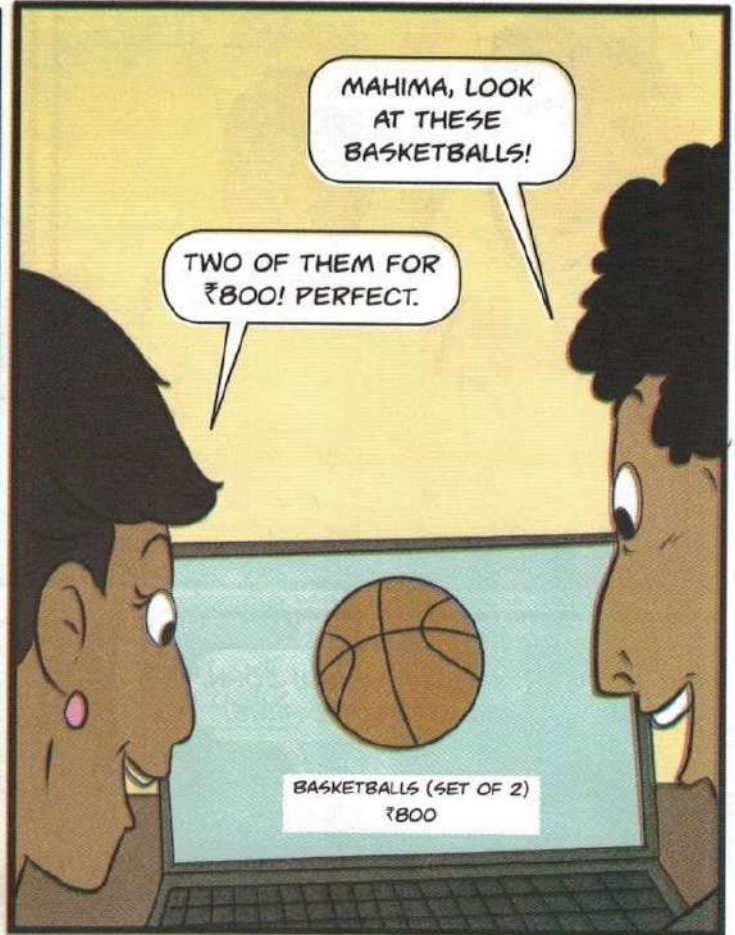
Are you a **SMART CONSUMER?**

Do you think you know the answers to all the questions given below? If not, don't worry. Read the stories in this book and become a smart consumer today!

1. Which of the following ways helps determine if a product is good?
 - a. Checking reviews
 - b. Reading the product description
 - c. All of the above
2. True or false: While checking online reviews you must always check who posted the review, what they posted about and when it was posted.
 - a. True
 - b. False
3. True or false: Mediation helps to quickly solve some matters.
 - a. True
 - b. False
4. A mediator will help in reaching _____ settlement.
 - a. A slow
 - b. An out-of-court
 - c. A different
5. What should you look for when checking to see where a product has been made?
 - a. Weight of the product
 - b. Height of the product
 - c. Country of origin
6. True or false: In case of imported products, as per Legal Metrology, Packaged Commodity rules, country of origin is mandatory.
 - a. True
 - b. False
7. True or false: You should be careful of surrogate ads.
 - a. True
 - b. False
8. You should be careful of surrogate ads that promote products _____ by law.
 - a. Prohibited
 - b. Approved
 - c. Compulsory

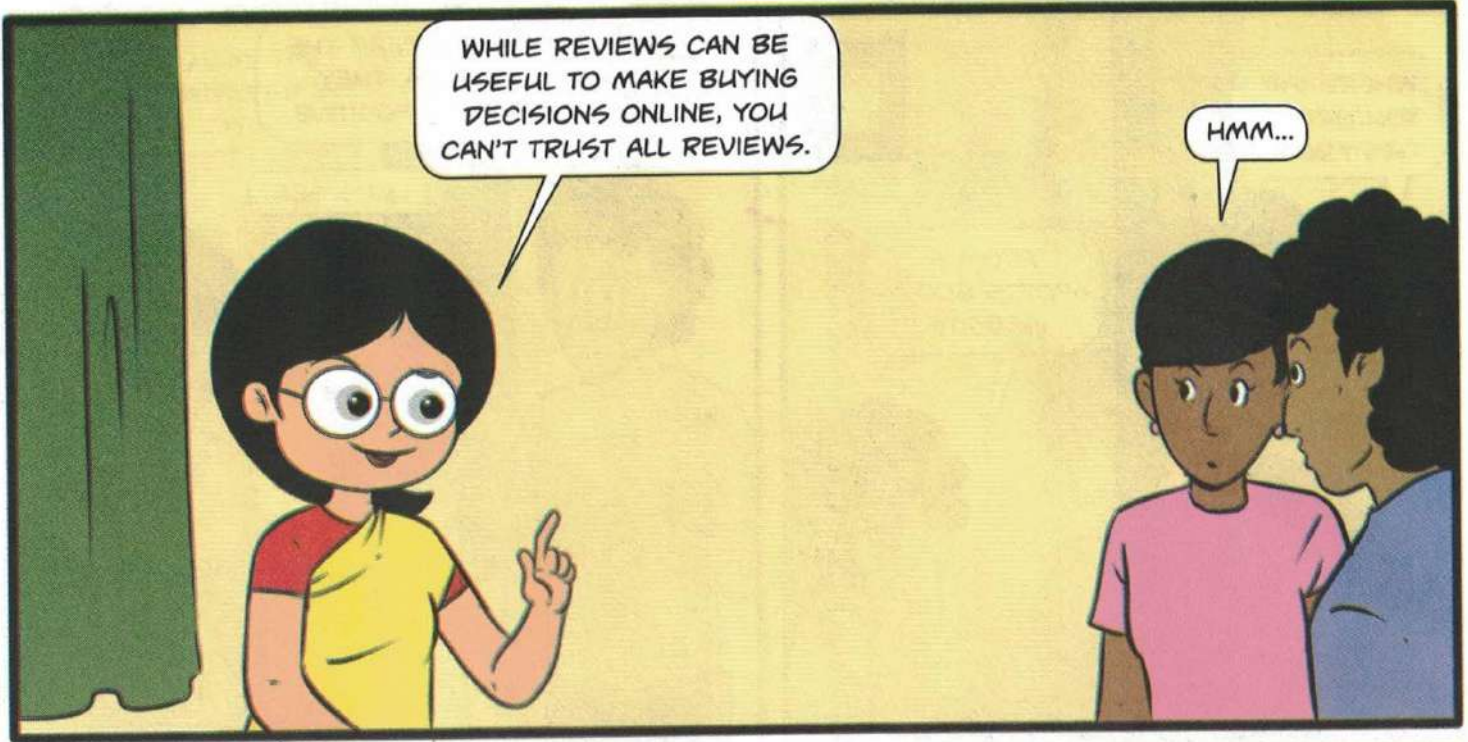
Answers: 1-c, 2-a, 3-a, 4-b, 5-c, 6-a, 7-a, 8-a

REVIEW THE REVIEWS



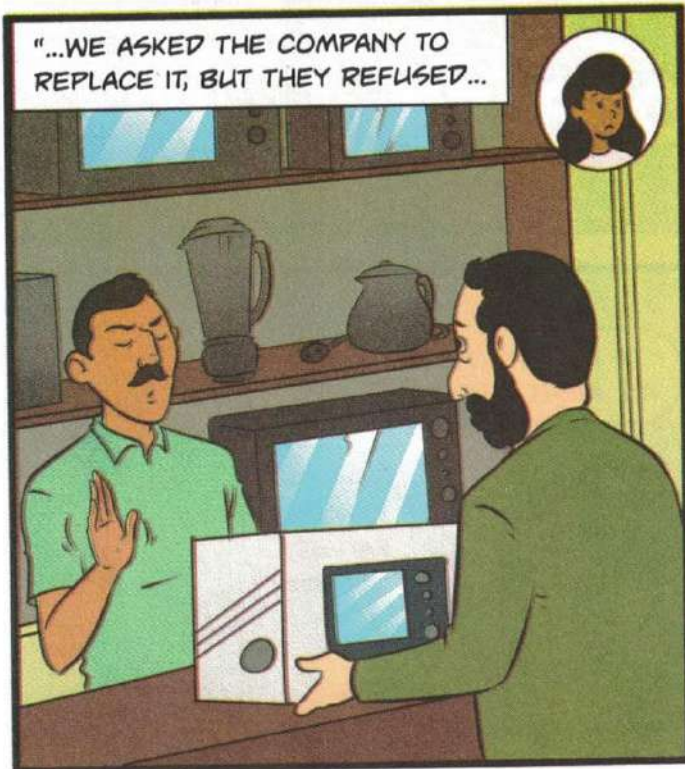






OVEN TROUBLES





"...WE ASKED THE COMPANY TO REPLACE IT, BUT THEY REFUSED..."



"...SO OUR DAD FILED A COMPLAINT AND WENT TO THE DISTRICT CONSUMER COMMISSION DAY AFTER DAY..."

DISTRICT
CONSUMER
COMMISSION



BUT IT HAS BEEN A MONTH AND HE IS TIRED OF THE ROUNDS.

HMM. LET'S GO SEE YOUR FATHER.



SOON...

DAD, JAGRITI AUNTY IS HERE TO SEE YOU.

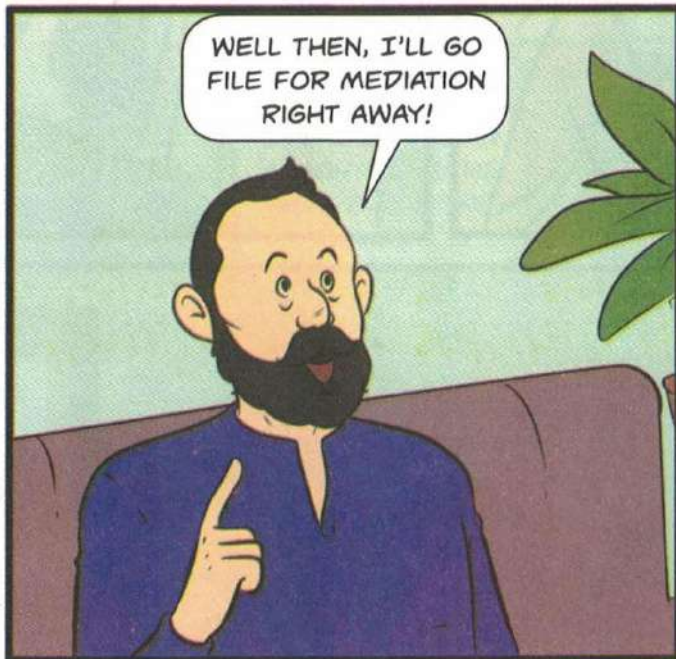
HI, MURAD! HOW ARE YOU DOING?



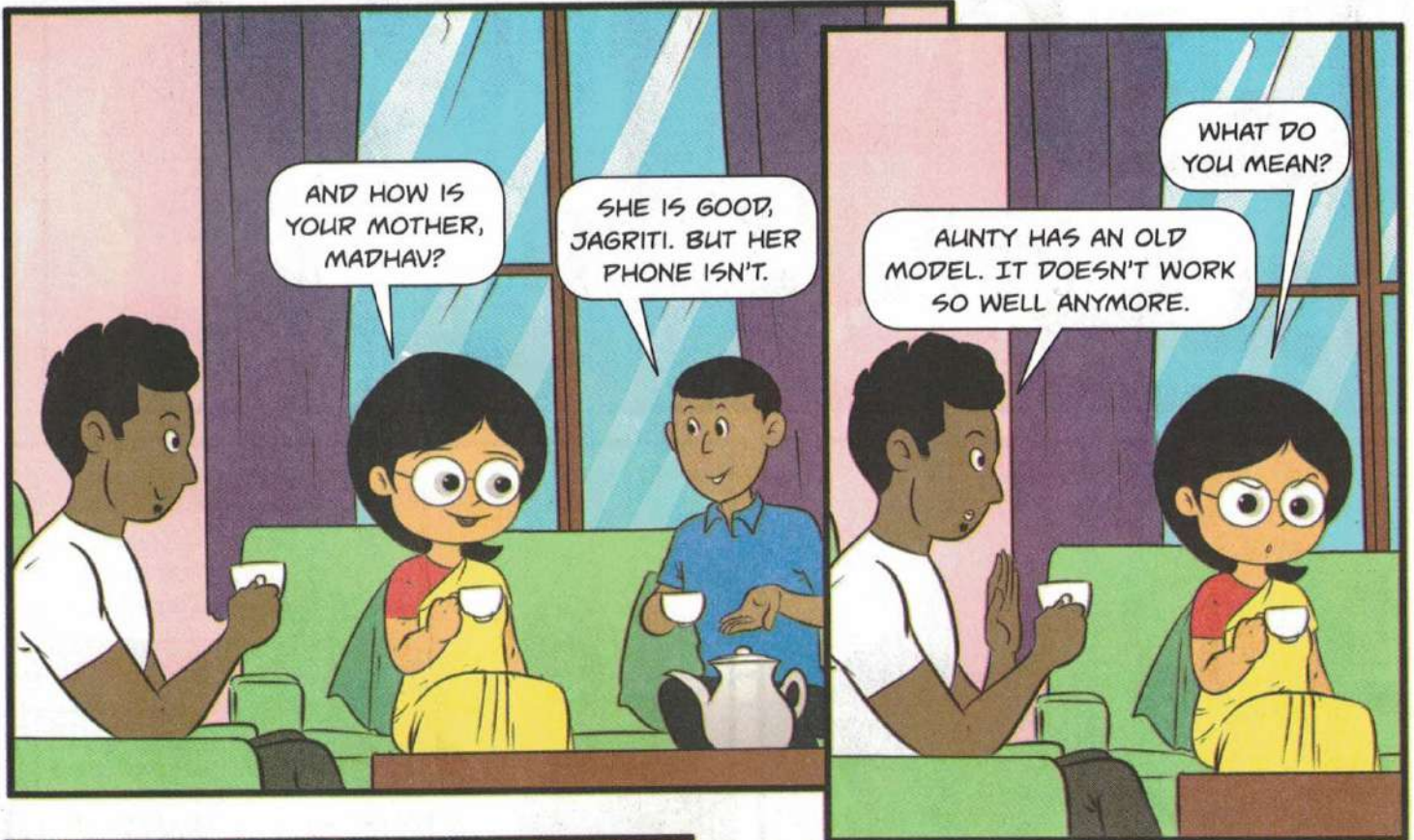
I'M SURE THE GIRLS TOLD YOU ABOUT THE OVEN.

YES, AND I HAVE A SOLUTION!



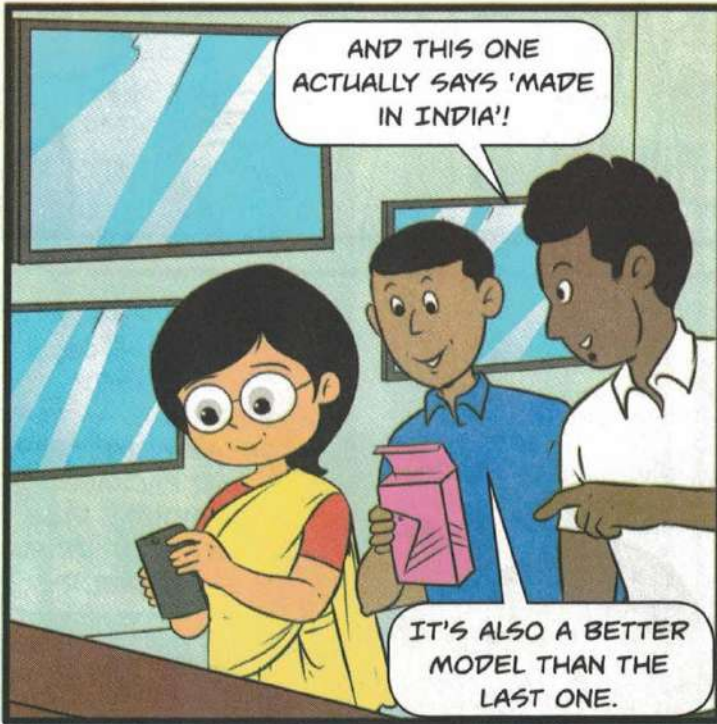


PHONE FALLACIES

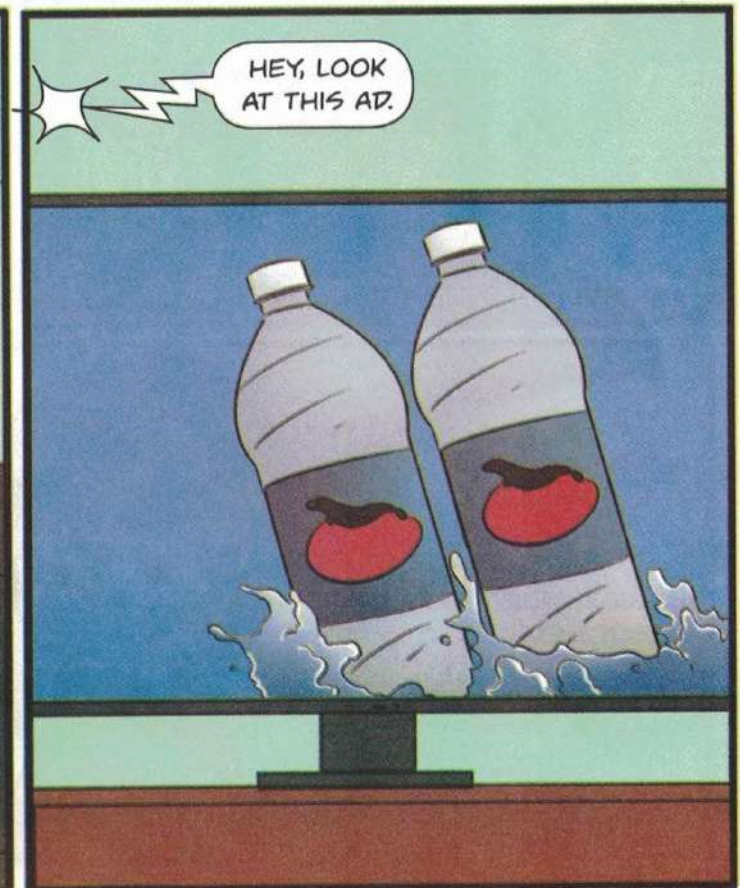


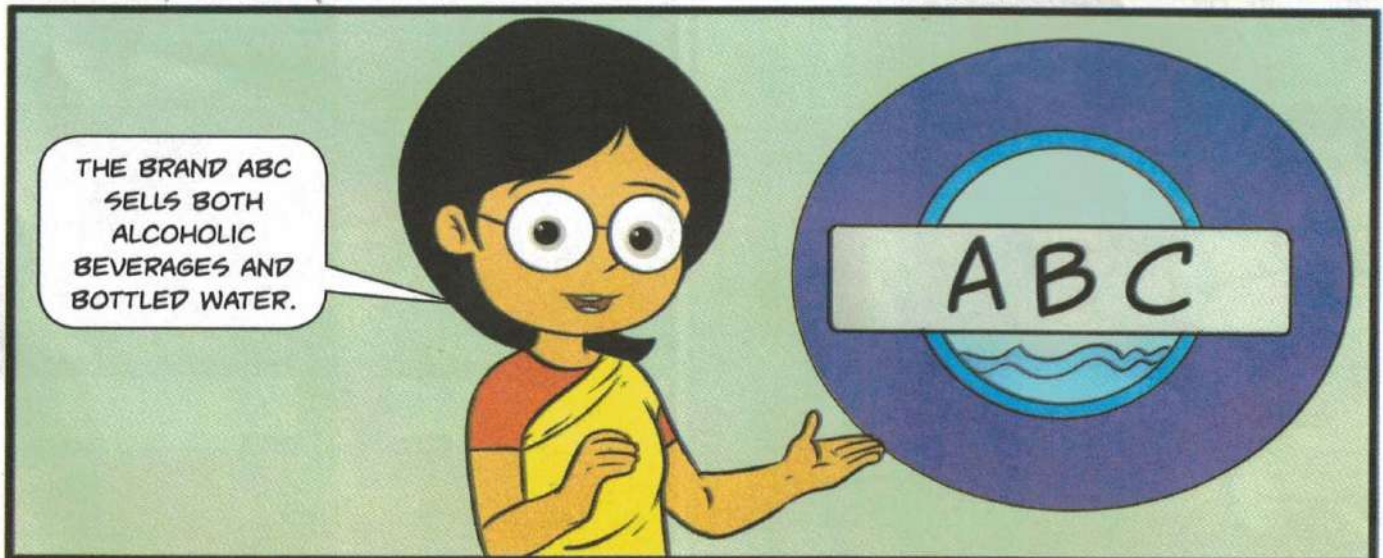






CONTENTIOUS COMMERCIALS











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Before buying a product always look for these quality marks:



ISI Mark



CRS Mark

to ensure the quality, safety and reliability of the products.

Buy gold with Hallmark to ensure its quality and authenticity.



BIS
standard mark

22K916

Purity of gold in
carat & fineness

XXXXXX

6 digit alphanumeric
HUID CODE

Look for these symbols before buying gold





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JAGO
GRAHAK
JAGO



Make your voice heard. We're here
to listen to your consumer grievance
via **National Consumer Helpline**



SMS - 8800001915 Message for a
call back request



Whatsapp - 8800001915



Call - 1915 in 17 languages



TINKLE