

THE CONSUMER REPUBLIC

EMPOWERED CONSUMER , EMPOWER CONSUMER .

5 - PAGE GUIDE



Before buying a product please check the expiry date.

ACKNOWLEDGEMENTS

Money speaks, but our voices are never heard.

Founded in July 2004, the Consumer Care Council of Delhi Public School Vasant Kunj owes its existence to Dr. Poonam Bhasin, who was constantly supported by the Student Council and the teacher coordinator Ms. Mamta Narula. The aim of the club is to protect and develop Consumer Rights as the basis of Consumer Protection. With over 40 members this club is fighting for a safe, fair and sustainable future for all consumers and is trying to build a powerful movement to protect and empower customers everywhere.

We have taken efforts in this consumer magazine. However, it would not have been possible without the kind support and help of many individuals : Noor Sehgal of Class 11-H, Saniya Suri of Class 11-H, Tanvi Maan of Class 11-H, Jahnvi Singh of Class 11-H, Kanika Verma of Class 11-H, Yashika Sharma of Class 11-J, Ayati Patnaik of Class 11-I, Unnati Verma of Class 11-I, Dhriti Pawar of Class 11-H, Prisha Khandari of Class 11-C, Hanuansh Wadhwa of Class 11-H, Vandit Gupta of Class 11-H and Akshit Jain of Class 11-H who have helped in the collection of the information. Niesshka Barathi of Class 11-I and Preeti Lamba of Class 11-I have done the designing of the magazine and Viveka Malik of Class 11-H has help in the compilation of information.

We are highly indebted to MS. Poonam Bhasin and MS. Mamta Narula for their guidance and constant supervision as well as for providing necessary information regarding the magazine and also for their support in completing of this magazine.

INTRODUCTION

Safety isn't expensive, it's priceless!



WHAT DO THE CONSUMER'S FEEL?

SAFETY FIRST

THE SAFE WAY IS THE BEST WAY

One day I went to pick up food. When I reached home, I was already hungry so I opened the sausage roll and almost bit into it when I saw bits of stuff on the sausage. When I pulled the casing off the sausage had mould. The roll there was a dark furry growth all over the sausage.
-Ayati Patnaik : 11/



What is consumer's right to safety ?

right to safety of consumer's means to be protected against the marketing of goods and services, which are hazardous to life and property. The purchased goods and services availed of should not only meet their immediate needs, but also fulfil long term interests.

Before purchasing, consumers should insist on the quality of the products as well as on the guarantee of the products and services. They should preferably purchase quality marked products such as ISI, AGMARK, etc

THE COMPLETE PROCEDURE OF CONSUMER COMPLAINT IN INDIA!

1

STEP 1

Get your complaint drafted.

2

STEP 2

Attach relevant documents and pay requisite court fees.

3

STEP 3

Submit an affidavit .

We had bought a jar of ghee. We had checked the expiry date but it was ratified and fit for consumption but when we opened the jar we saw that there was a black layer deposited at the bottom of the jar. We immediately called the customer care and got the jar replaced with a new one. This made it pretty sure that the companies are only aimed at maximising the quantity of sales as perhaps not the quality. - Noor Sehgal : 11/4

IMPORTANCE OF ISI MARK

Your safety lies in your own hands. If you don't know how, you've come to the right place for it's time that you know your rights and the power that you hold in your hands. Right to safety means that we as consumers have the right to be protected against the marketing of goods and delivery of services that are hazardous to life and property.

The consumers need to check the ISI mark for every product they buy. The ISI mark is a standards-compliance mark for industrial products in India. The mark certifies that a product conforms to an Indian standard developed by the Bureau of Indian Standards (BIS), the national standards body of India. Since consumers are not aware of the nuances or the false ISI marks made by the manufacturer, they can be easily tricked into buying products that are not of quality standards. Then the question that comes here is how to check for an original ISI Mark? You'll have to check for a number of things. The genuine standard mark will carry not only the ISI monogram but also the relevant standard number. In addition, the manufacturer should also indicate the seven digit license number issued by the BIS. Besides checking for ISI mark, the consumer must also look for the manufacturing date of every product they buy. Checking the "best before" and "expiry date" labels on foods, from milk and cheese to bread and meats, is one of the first things consumers should do before throwing them in their grocery carts.

- Saniya Suri : 11 H & Noor Sehgal : 11 H



- Jahnvi Singh : 11 H



- Jahnvi Singh : 11 H

NESTLE'S MAGGI SCARE

Nestle's Maggi noodle scare in India that spread like an epidemic in 2015 has been one of the biggest consumer concerns till date. In This case, the 'Right to safety' clause was violated. This violation was brought to notice when a lab test revealed that the amount of Monosodium glutamate (MSG), a taste enhancer, was 17 parts per million lead, while the permissible limit is only 0.01 ppm. FSSAI declared Maggi as "unsafe and hazardous" for human consumption and asked the company to stop their production. As a result the company faced ban in India for 15days. Buyers are often unaware of their rights as consumers, to such an extent that bad products or services are thought of as unavoidable. Only 20 percent of the Indian population is aware of their consumer rights. And the ones who are aware of their rights and approach the consumer court, eventually lose their zest to fight as the case may take one to three years and sometimes they simply give up midway. The Maggi debacle was followed by a new Consumer Protection Bill that proposed a Central Consumer Protection Authority (CCPA) to intervene in cases of unfair trade practices and initiate action. It also provided a mediation process to simplify cases so that judgement is not prolonged or expensive. But what will all this avail to if we, as consumers, are not aware of our rights.

- Yashika Sharma : 11 J & Kanika Verma : 11 H

**Eat Healthy
Live Healthy**

JAGO GRAHAK JAGO

Always Buy AGMARK Certified Products !

Dear Consumers!
Are you aware what a packaged food label should carry ?

Always check if it carries the following details.

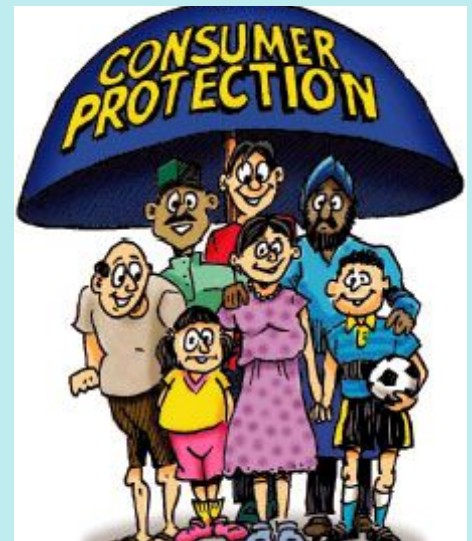
THE PACKAGED FOOD LABEL SHOULD MENTION

- Name, Trade Name or Descriptor of Food.
- List of ingredients in descending order of their composition by weight and volume.
- Specific declaration for added permitted colours / added flavours and their class.
- Symbol of veg. / non-veg. food (Green colour filled circle inside the square with green outline for vegetarian food and brown colour filled circle inside the square with brown outline for non-vegetarian food).
- Net weight or number or measure of volume of content.
- Name and complete address of manufacturer / packer.
- Month and Year of manufacture / packing.
- Best before date along with storage conditions.
- Nutritional information or Nutritional facts per 100 gm. Or 100ml. Or per serving of the product.
- The food in which hydrogenated vegetable fats or bakery shortening is used shall declare on the label that "Hydrogenated Vegetable Fats or Bakery Shortening used Contains Trans Fat".
- When a health claim of "Trans Fat Free" is made then the Trans Fat shall be less than 0.2 g per serving and in case where the claim "Saturated Fat Free" is made then the saturated fat shall not be more than 0.1 gm per 100 gm or 100 ml. of food.
- Nutritional information not mandatory in case of raw agricultural commodities like wheat, rice, cornel, spice and condiments, Table salt, sugar or non-rustic products.

For filing of complaints, consumers can also log on to www.core.nic.in or call Toll Free No. **1800 180 4566**

The right to SAFETY

You have a right to products that are safe to use. Product liability is the legal responsibility that manufacturers have to make a safe product. For example, tools and appliances must include safety devices for your protection. Federal laws ensure that cl



“Safety brings first aid to the uninjured.”



CONSUMERS HAVE THE RIGHT TO BE PROTECTED AGAINST MARKETING OF GOODS AND SERVICES WHICH ARE HAZARDOUS TO LIFE AND PROPERTY.

SCOOP GROUP
WWW.SCOOPWGROUP.COM

POEMS



देखो, परखो, तभी खरीदो

आइये, आइये, एक के साथ एक मुफ्त ले जाइए,
ऊपर, नीचे, दाएँ, बाएँ,
इससे सस्ता दाम कहीं ना मिल पाये।

अरे औ भइया क्या यहाँ अच्छा सिल्क मिल पाएगा?

और यह हम पर ज़्यादा खर्चा तो नहीं लाएगा?

अरे मैडम जी सिल्क तो हम कश्मीर का है लाते,
बढ़ी-बढ़ी बातें, है बहुत से लोग सुनाते,
पर हम जैसा सिल्क, वो ना बेच पाते।

मुझे तो नहीं होता तुम्हारी बातों पर विश्वास,
ऐसा ही सिल्क देखा था, मैंने किसी दुकान में आस-पास।

देखो यह कपड़े हैं कितने सुनहरे,
रंग-बिरंगे, प्यारे-प्यारे,
लाल, हरे और नीले ले लो,
पीले और चमकीले ले लो।

इसका तो धागा निकल रहा है,
इसका तो रंग मुरझा रहा है,
फिर कैसे इसका यह दाम बन रहा है?
भइया, आपकी बातें तो लगती हैं झूठी,
क्या तुम्हें लगता है कि हमारी बुद्धि है फूटी?
अरे मैडम जी, ऐसी छोटी बातों पर ध्यान मत दीजिए,
पर कोई बात नहीं, आप थोड़ा सस्ते में ही ले लीजिए।

अब आप ही बताओ, हम कैसे इसे खरीदे?

हम तो यहाँ से जा रहे हैं,

दूसरों को भी बता रहे हैं,

के फ़रेबों से बचना हैं,

और सबको यह बतलाना हैं,

की जागो ग्राहक जागो,

अपने अधिकार को तुम पहचानों,

देखो, परखो, तभी खरीदो।

Consumer Protection

Vast farms of lush greenery

Air fresh as a breath of heaven

The rhythmic flow of the river adds to the
scenery

Birds chirping merrily, as if forever.

The sight of the big men, with the big briefcases

One day threw the villagers deep in thought

But this factory could be their new face

They can use the technology that has been
brought.

Never did they know of the disaster brought
upon them

The farms turned to dust, the air polluted too
much

The villagers cried, protested to condemn

But alas, no one helped, and their hopes were
crushed.

The produce of the factory destroyed the people

The residue destroyed nature

Soon, the beautiful village weakened

And the only beauty was in memories to
capture.

- Tanvi Maan : 11 H

Right to Safety

• Products you buy
should not harm you
when used correctly

• You must read and
follow all safety
instructions



FUN TIME 🤔

Spot the difference



HINTS: 1 board 2earing 31shirt 4baby 5clock 6rabbit

MYTH AND FACTS

Consumer guarantee

MYTH:

A consumer guarantee doesn't have to be provided if there is a warranty.

FACT:

Warranties are a separate and additional promise attached to a good or service. A manufacturer's warranty is a voluntary promise made by a supplier or manufacturer about goods or services. An extended warranty is an additional warranty that can be purchased by a consumer.

Original packaging

MYTH:

I must keep the original product packaging and return it to the supplier if something goes wrong with the package.

FACT:

You are not required to return the goods to the supplier in the original packaging. However, you usually need to have proof of the transaction (eg cash register or credit card.)

