



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?**

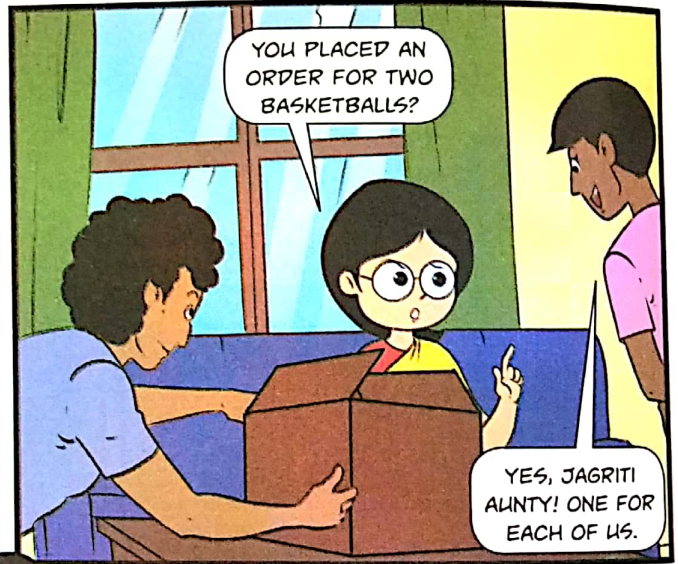
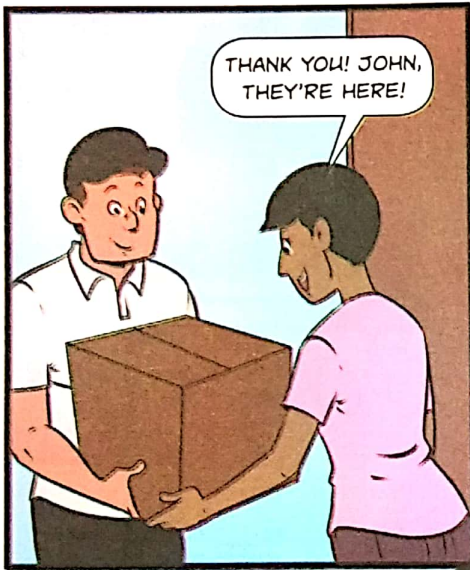
Do you think you know the answers to all the questions given below? If not, don't worry. Read the stories in this book and become a smart consumer today!

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

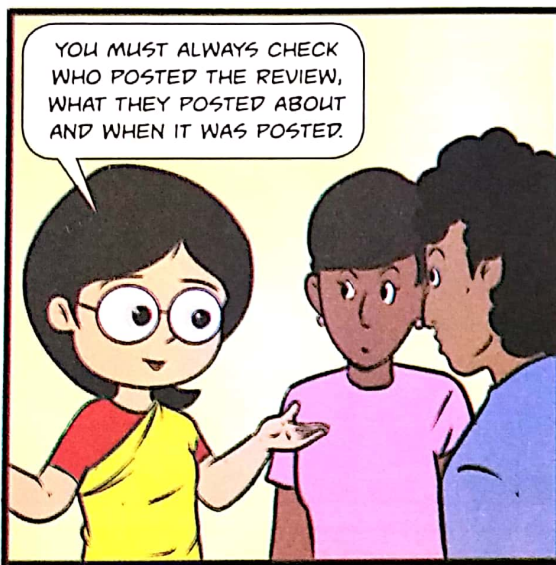
Answers: 1-c, 2-a, 3-a, 4-b, 5-c, 6-a, 7-a, 8-a

# REVIEW THE REVIEWS

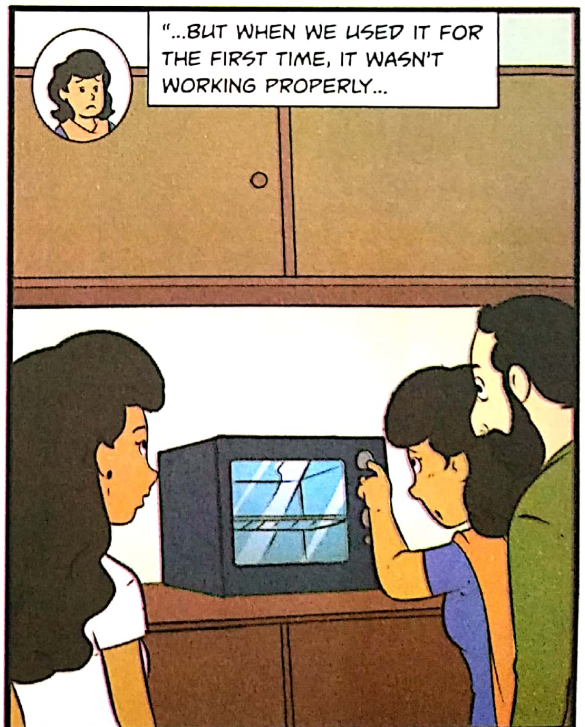
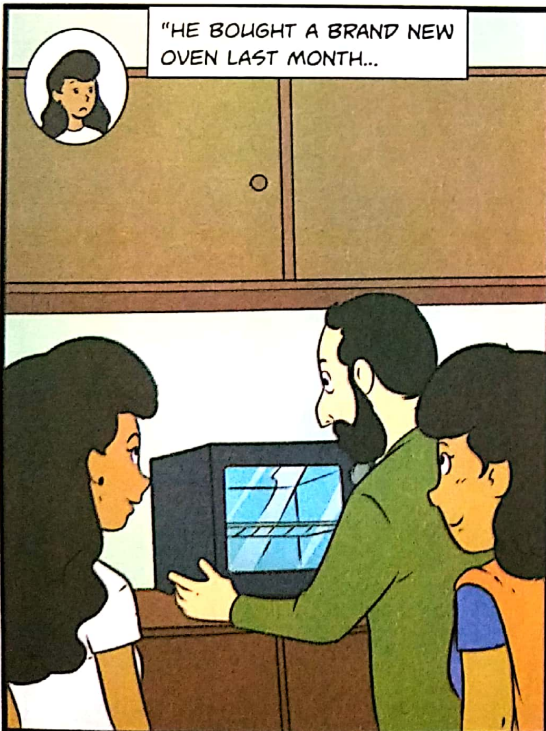


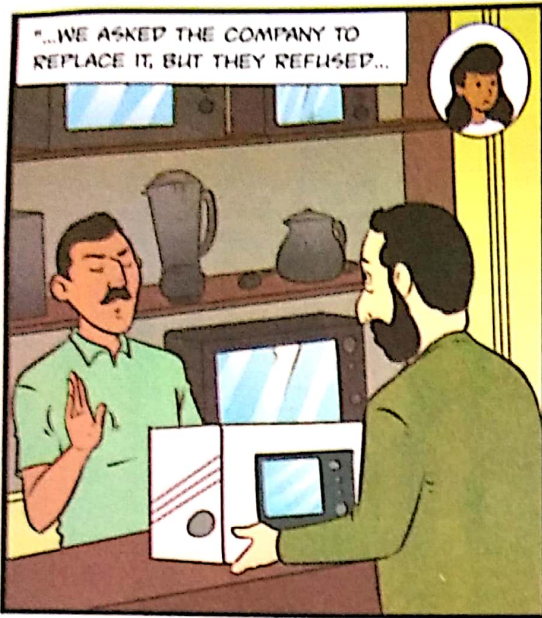




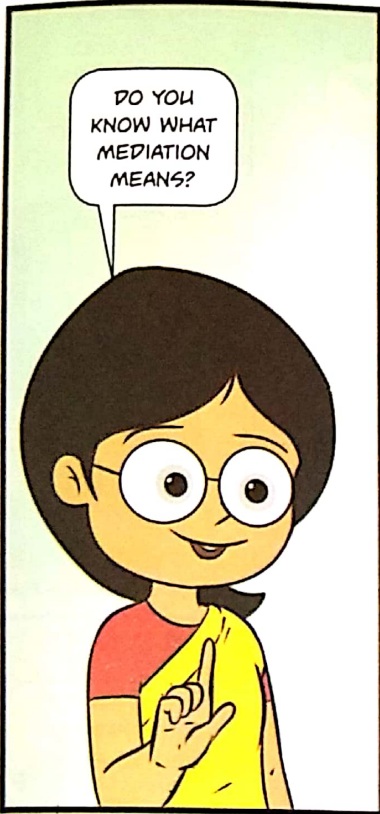


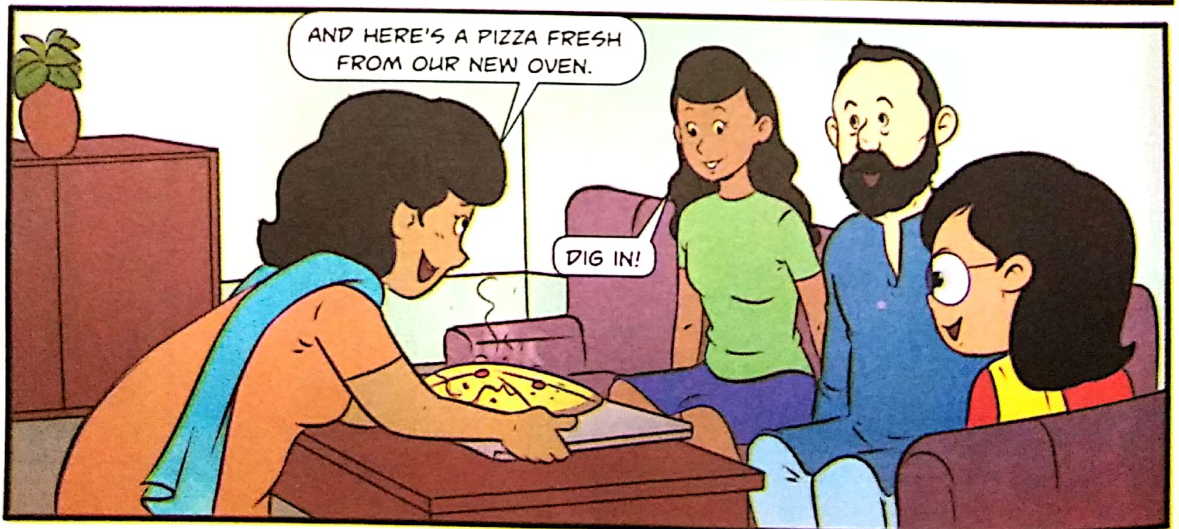
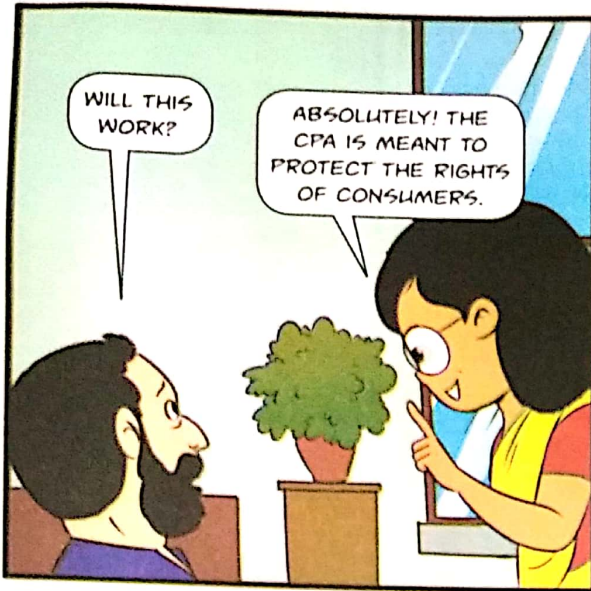
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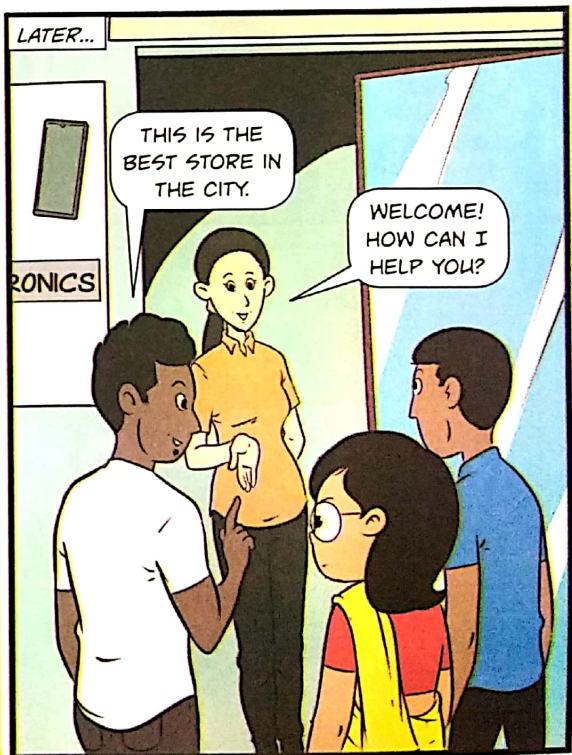
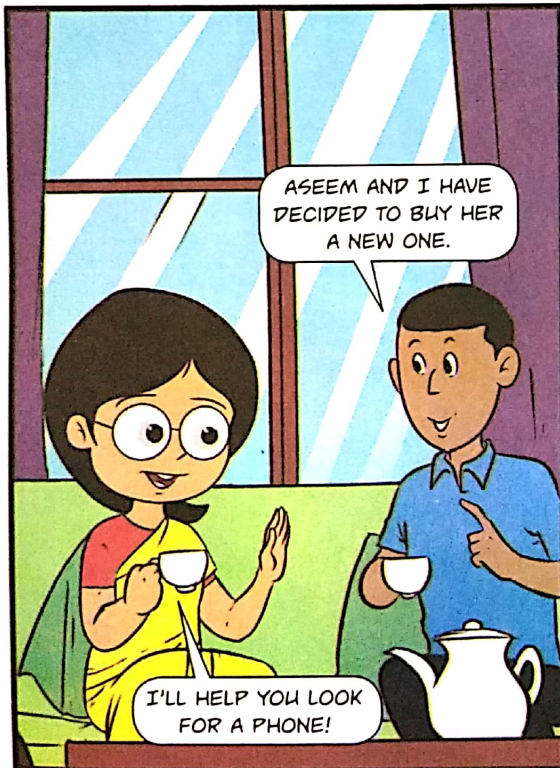
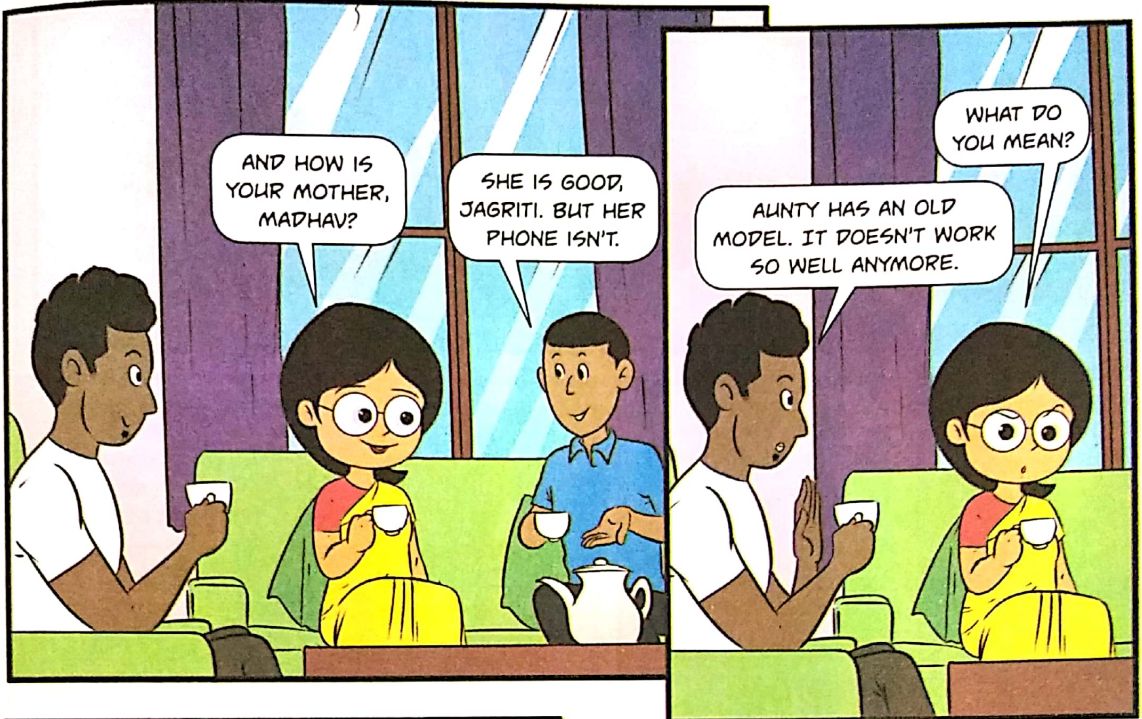




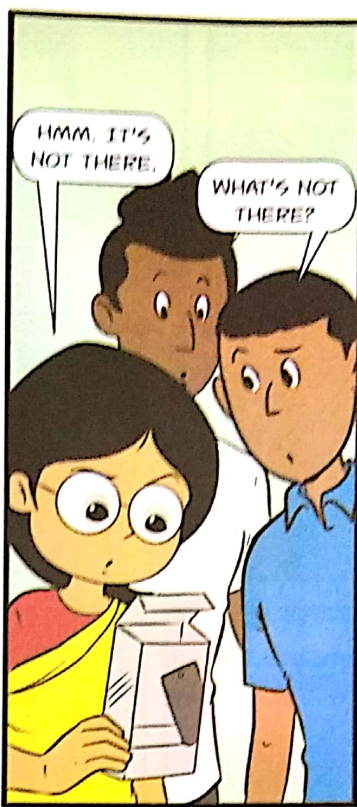


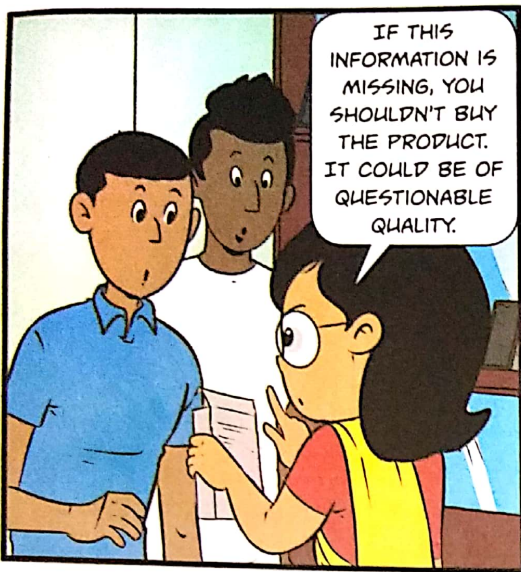


# PHONE FALLACIES

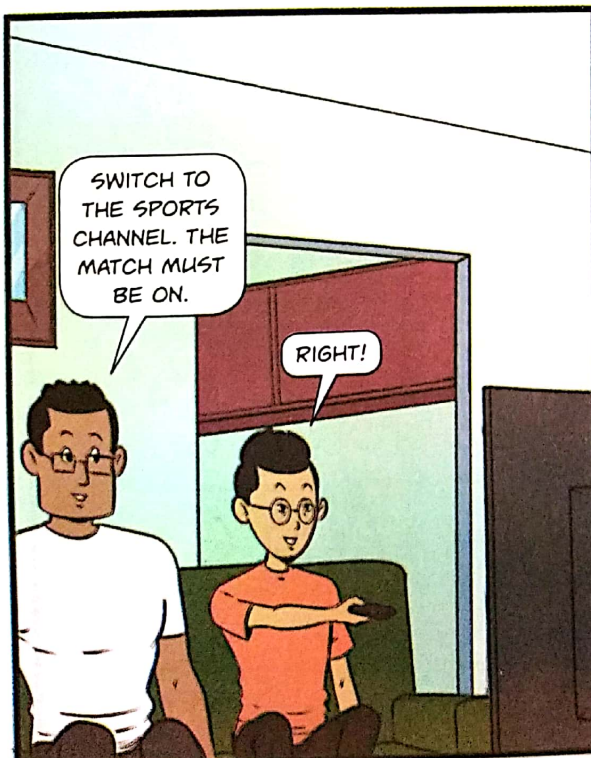
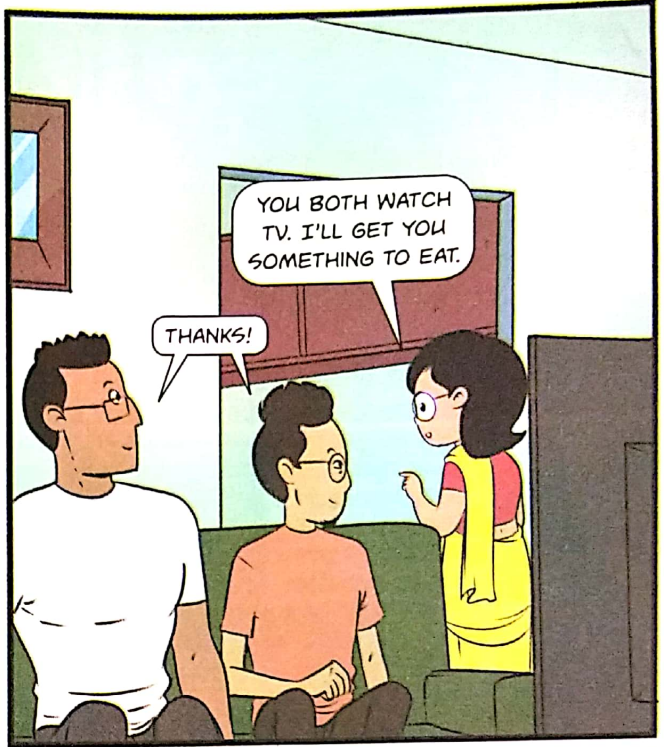
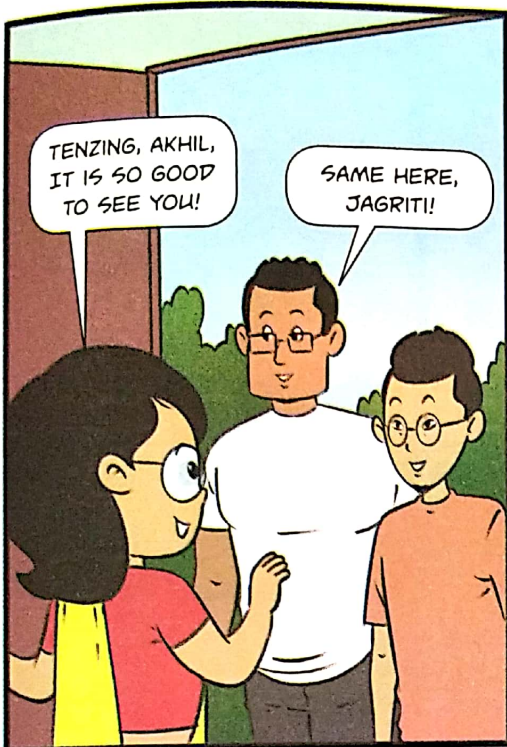


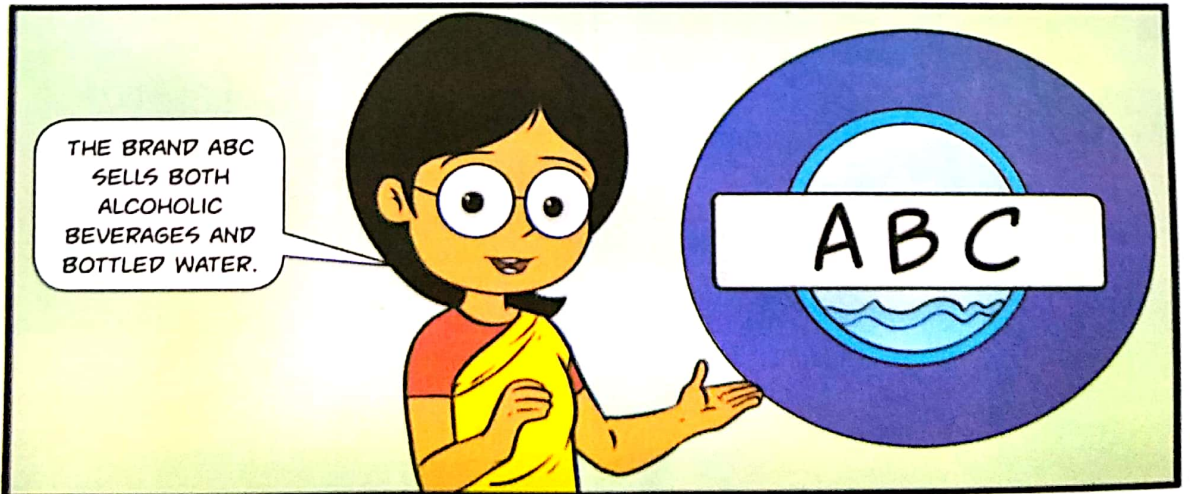




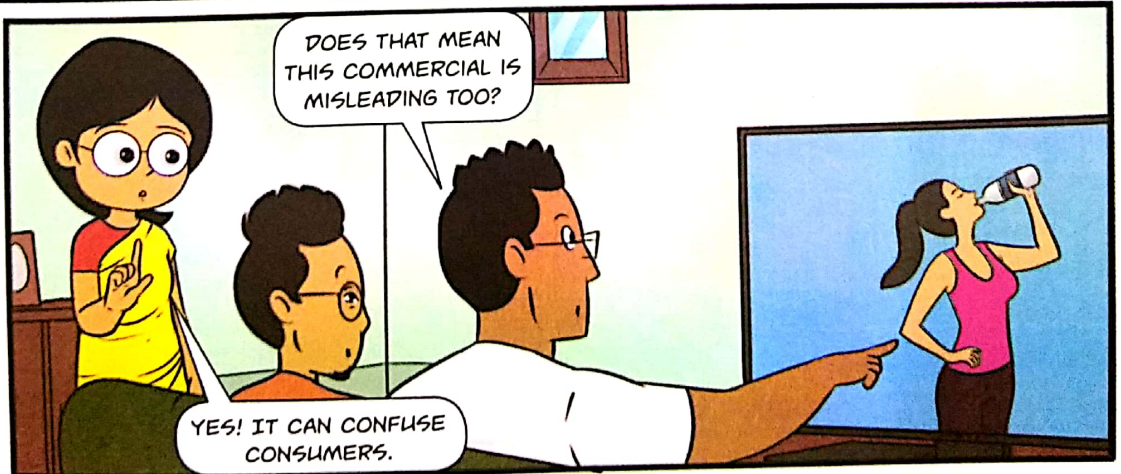
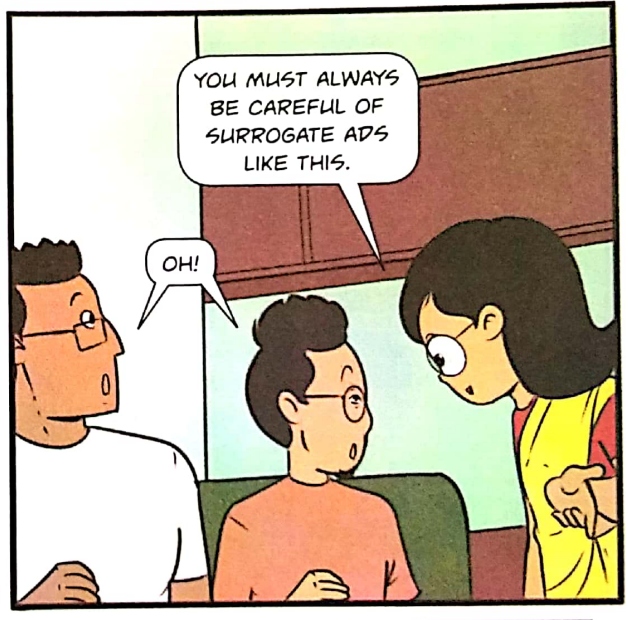
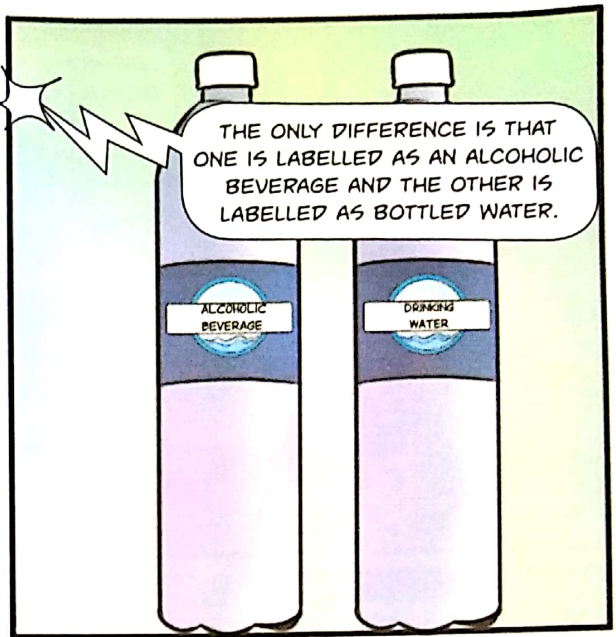


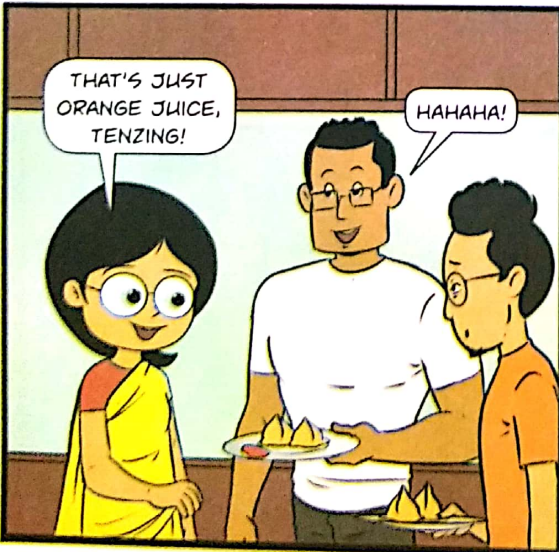
# CONTENTIOUS COMMERCIALS











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Editorial: Gayathri Chandrasekaran and Devika Soni



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