

The

Consumer Republic



TAKING PLASTIC DOWN

WORLD CONSUMER RIGHTS DAY 2021

#TACKLINGPLASTICPOLLUTION

15 page guide



EMPOWERED CONSUMER, EMPOWER CONSUMER!

ACKNOWLEDGEMENT

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.

This magazine wouldn't have been possible without the collective efforts of the Vice Presidents Consumer Care Council- Jahnavi Singh of class 11-H and Akshit Jain of class 11-H, and the core members - Preeti Lamba of Class 11-I and Niesshka Barathi of Class 11-I. Designing was done by Preeti Lamba. The articles for the magazine were collected by Jahnavi Singh, and Akshit Jain .

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 this magazine.

Worlds Consumer Right Day

15th march 2021

[source- zee5.com](http://zee5.com)

The history of World Consumer Rights Day starts with President John F Kennedy. On March 15, 1962, he sent a special message to the US Congress to address the consumer rights issue, being the first leader to do so. The consumer movement thus started in 1983 and on this day every year, the organisation tries to take actions on important issues and campaigns with regards to consumer rights

The World Consumer Rights Day 2021 theme is to gather all the consumers in a fight to "Tackle Plastic Pollution". Currently, the world is facing a major plastic pollution crisis. Even though plastic is useful in many ways, yet the consumption and production of it have become unsustainable which calls for action from all the consumers. The consumers international portal has gathered the photos to show how the 7 'R's play an important role in tackling plastic pollution. The 7 R refers to replace, rethink, refuse, reduce, reuse, recycle, and repair.

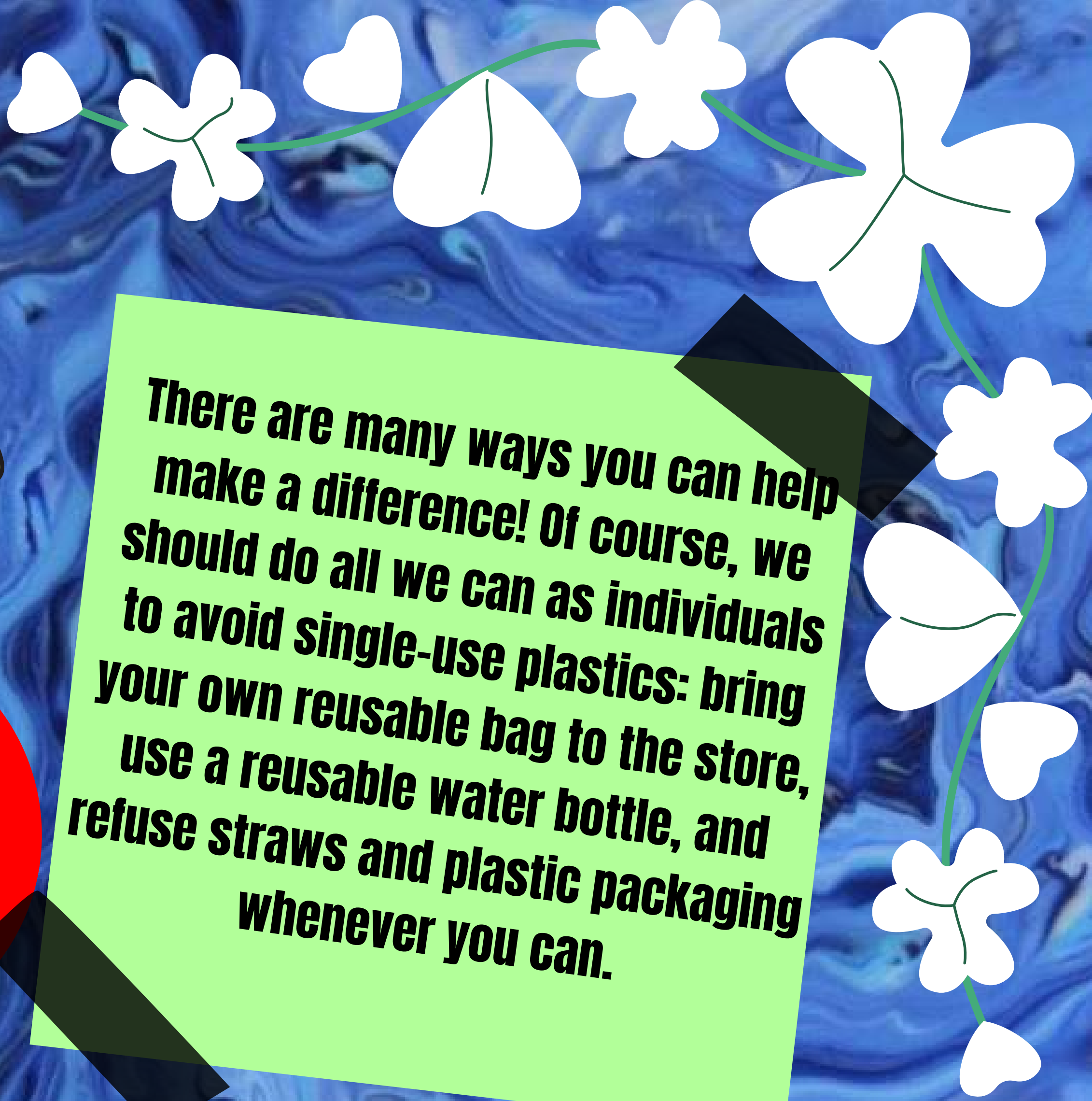
PLASTIC POLLUTION

by- Preeti lamba

At the very core of it, plastic pollution is the dumping and accumulation of plastic and other plastic-based materials on land, and in water bodies – like rivers, lakes, ponds and ocean. Plastic Pollution is affecting the whole earth, including mankind, wildlife, and aquatic life. It is spreading like a disease which has no cure. We all must realize the harmful impact it has on our lives so as to avert it as soon as possible. Plastic pollutes our water. Each year, tonnes of plastic are dumped into the ocean. As plastic does not dissolve, it remains in the water thereby hampering its purity. This means we won't be left with clean water in the coming years. Furthermore, plastic pollutes our land as well. When humans dump Plastic waste into landfills, the soil gets damaged. It ruins the fertility of the soil. In addition to this, various disease-carrying insects collect in that area, causing deadly illnesses.

7 R's of recycling should help you refocus and bring down plastic.

**REDUCE
REUSE
RECYCLE
REFUSE
REPURPOSE
RETHINK
REPAIR**



There are many ways you can help make a difference! Of course, we should do all we can as individuals to avoid single-use plastics: bring your own reusable bag to the store, use a reusable water bottle, and refuse straws and plastic packaging whenever you can.



There are many ways you can help make a difference! Of course, we should do all we can as individuals to avoid single-use plastics: bring your own reusable bag to the store, use a reusable water bottle, and refuse straws and plastic packaging whenever you can.

And finally, in demonising plastic, we are overlooking one of the core reasons why plastic is plaguing our planet: our “take, make, waste” mentality.

**NO
TO
PLASTIC**

By - Preeti Lamba

A SIMPLE SOLUTION AT LOW COST

💡 Australia has already begun using a drainage system with nets so that plastics and other pollutants do not reach rivers or the sea.

Looks like a simple solution at a low price... why doesn't the whole world do it?



Australia has taken great measures to control plastic pollution. They have used a simple method of drainage system which is highly affordable and a simple solution towards cleanliness .

The Consumer Protection Law In India



The new Act overhauls the administration and settlement of consumer disputes in India. It provides for strict penalties, including jail terms for adulteration and for misleading advertisements. More importantly, it now prescribes rules for the sale of goods through e-commerce. The consumer is now truly the king! Here are some of the highlights:

- 
- An aggrieved consumer can file complaints about a defect in goods or deficiency in services from where she lives, instead of the place of business or residence of the seller or service provider. The new law provides for e-filing of consumer complaint as well.
 - A consumer can conduct her own case via video conferencing. Engaging a lawyer is optional.
 - A concept of product liability has been introduced by the new law, thereby allowing aggrieved consumers to claim significant compensation as a relief due to the negligence of the manufacturer or service provider.
 - Producers of spurious goods may be punished with imprisonment.
 - E-commerce is now tightly regulated, and e-commerce companies are now expected to disclose all relevant product information, including country of origin, and respond to the grievance of consumers within prescribed timelines.
 - Consumers now have several protected rights, including the right to safety, information, choice, redressal as well as right to be heard, to be educated as a consumer, and to a mediated settlement.

Consumer care at 3 levels

COPRA provides for the formation of consumer courts, under the Act there are three tiers of Consumer Courts they are as follows:

District Consumer Dispute Redressal Forum (DCDRF):
The DCDRF operates at a district level and takes on any consumer dispute where the appellant's claim for compensation does not exceed 20 lakh rupees.

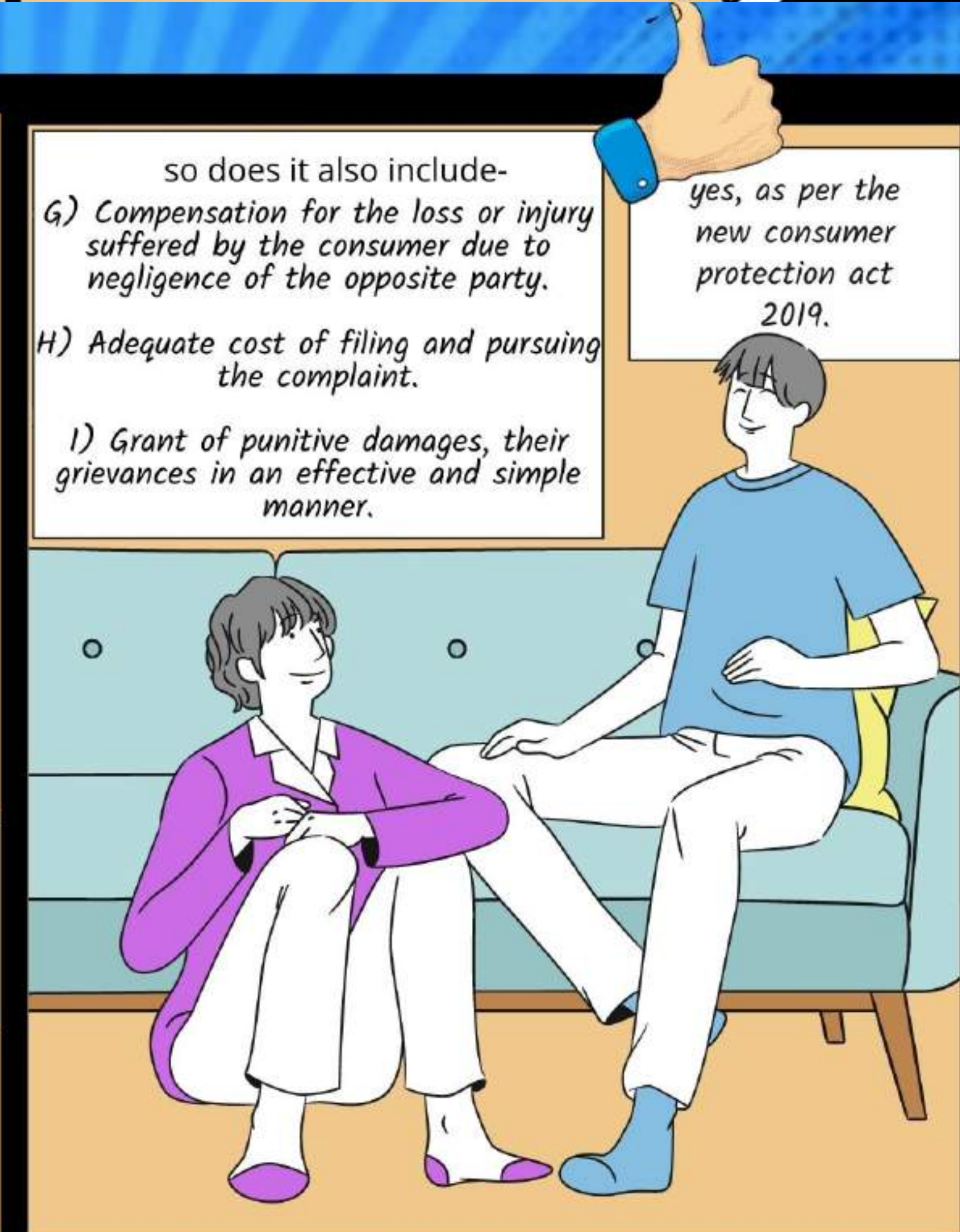
State Consumer Dispute Redressal Commission (SCDRC):
The SCDRC operates at a state level and takes on any consumer dispute where the appellant's claim for compensation exceeds the amount of 20 lakhs but does not exceed 1 crore rupees.

National Consumer Dispute Redressal Commission (NCDRC):
The NCDRC is the apex court and takes on any consumer dispute where the appellant's claim for compensation exceeds the amount of 1 crore rupees.

Toll-free numbers

***Toll-Free: 1800114000 or 14404 –
NATIONAL CONSUMER HELPLINE NUMBER.***

RELIEFS AVAILABLE BY THE CONSUMER COURT.....



NGO'S WORKING TOWARDS PROVIDING CONSUMER PROTECTION AND GENERATING CONSUMER AWARENESS.

1) Voluntary Organisation in Interest of Consumer Education (VOICE), Delhi



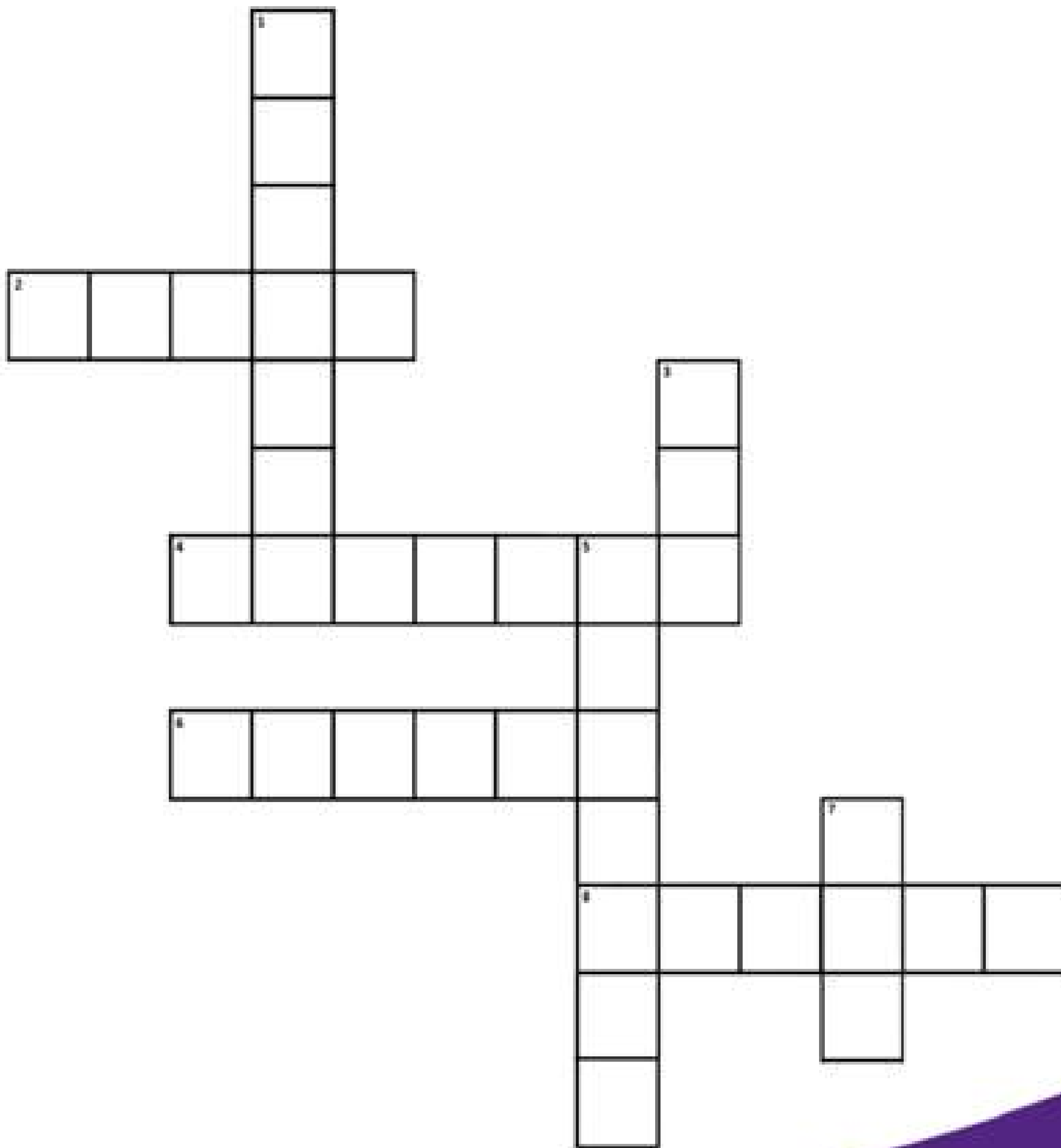
2) Consumer Guidance Society of India (CGSI), Mumbai



scan the above codes for more information .



FUN ZONE



CROSSWORD PUZZLE

ACROSS:

2. What 5 letters must always be on a secure browser bar? (5)
4. Your bank statement can be a proof of purchase if you lose your.....(7)
6. If an item develops a fault before 30 days you are entitled to a full.....(6)
8. You have 14 days to return an item that you buy.....(6)



DOWN:

1. The law says that all goods you buy must be fit for.....(7)
3. The Consumer Rights2015(3)
5. What symbol must you look for a secure browser bar? (7)
7. Depending on the type of product and the price paid, the law protects you for up to years (3)

CONSUMER RIGHTS QUIZ

1. If you bring back a jumper you bought three days ago because you don't like the colour, does the shop have to give you a refund?

- (a) Yes**
- (b) No**

2. If a table lamp is priced at £9.99 when it should have been £39.99, does the trader have to sell it to you at the lower price?

- (a) Yes**
- (b) No**

3. If you buy four concert tickets on your credit card totalling £100, does the card provider have to get your money back if the ticket promoter fails to send you the tickets?

- (a) Yes**
- (b) No**

4. Which one of the following is not a reason for importance of consumer protection from the point of view of consumers?

- (a) Consumer ignorance**
- (b) Consumer apathy**
- (c) Consumer exploitation**
- (d) Unorganised consumers**

5. Do you have any rights if your two year old laptop starts crashing outside of the 12 month warranty period?

- (a) Yes**
- (b) No**

6. By law, a web retailer must give you how long to cancel your order and get a full refund if you change your mind about wanting goods or services?

- (a) 7 days**
- (b) 14 days**
- (c) 28 days**
- (d) None**

7. From the point of view of business, which one of the following is a reason because of which consumer protection is important?

- (a) Dynamic environment**
- (b) Fast technological development**
- (c) Government intervention**
- (d) Competitive market**

8. A District Forum has jurisdiction to entertain a consumer complaint involving product value:

- (a) Up to ₹ 20 lakh**
- (b) Up to ₹ 10 lakh**
- (c) Between ₹ 20 lakh and ₹ 1 crore**
- (d) Above ₹ 1 crore**

9. ____ is one of the redressal agencies for redressing consumer grievances.

- (a) COPRA**
- (b) State Commission**
- (c) Consumer Organisation**
- (d) None of these**

10. A complaint can be filed against ____ who adopt(s) unfair trade practices.

- (a) Trader only**
- (b) Manufacturer only**
- (c) Trader and Manufacturer**
- (d) Consumer**

CONSUMER CARE COUNCIL

THEME SONG

भारत की जनता को हम संदेश सुनाते है
उनके अधिकारों की हम आवाज़ उठाते है।
उपभोक्ता अधिकार सुनो उपभोक्ता अधिकार....
जो भी खरीदो पहले उसकी पूरी लो जानकारी
हो वो सुरक्षित देखो -परखो फिर है पसंद तुम्हारी
पूरा करे ज़रूरत को वह बिना किसी नुकसान
सबसे पहले भारतवासी की कीमत है जान
उपभोक्ता अधिकार

साफ सफाई वाजिब कीमत और देखो तारीख
यदि- नहीं बिक्री के लायक कभी न लेना चीज़
गलत चीज़ बिक्री से रको है आपना अधिकार
आगे फिर वो कभी न बेचे इसका करे प्रयास
इक दूजे की रक्षा का हैम मंत्र सिखाते है
आपने अधिकारों की हैम आवाज़ उठाते हैं।

उपभोक्ता अधिकार.....

यदि खराब है चीज़ तो पैसे वापस लेने होंगे
चीज़ के बदले सही चीज़ दे तो भी हैम जीतेंगे।
अगर हम घायल कर देता है उसका सामान
तो हर्जाना देकर उसको बचानी होगी जान
गलत काम को रोक सको तुम यही बातते हैं
उनके अधिकारों की हम आवाज़ उठाते हैं।

उपभोक्ता अधिकार.....।

DELHI PUBLIC SCHOOL , VASANT KUNJ

PH: 91-11-43261200