

CCP

**Certificate in Consumer Protection
(Revised)**

(CCP)

**Tutor Marked Assignments
(Jan, 2023 and July, 2023)**



**School of Law
Indira Gandhi National Open University
Maidan Garhi, New Delhi- 110068**

Certificate in Consumer Protection (Revised)

Dear Student,

As per laid down guidelines of the University, you have to complete one assignment for each course opted by you.

You will find that the questions in the assignments are analytical and descriptive so that you can better understand and comprehend the concepts.

It is important that you write the answers to all the questions in your own words. Your answers should be within the approximate range of the word-limit set for each question. Remember, writing answers to assignment questions will improve your writing skills and prepare you for the term-end examination.

Submission

You have to submit the assignments to the Coordinator of your Study Centre. You must obtain a receipt from the Study Centre for the assignments submitted and retain it with you. It is desirable to keep with you a photocopy of the assignments submitted by you.

Once evaluated, the Study Centre will return the assignments to you. Please insist on this. The Study Centre will send the marks to the SED at IGNOU, New Delhi.

You need to submit the assignments at your study centers as under:

For January Session - By 30th April, 2023

For July Session- By 30th September, 2023

Guidelines for Doing Assignments

We expect you to answer each question as per instructions in the assignment. You will find it useful to keep the following points in mind:

- 1) **Planning:** Read the assignment carefully, go through the Units on which they are based. Make some points regarding each question and then rearrange them in a logical order.
- 2) **Organisation:** Be a little selective and analytical before drawing up a rough outline of your answer. Give adequate attention to question's introduction and conclusion.

Make sure that:

- a) The answer is logical and coherent.
 - b) It has clear connections between sentences and paragraphs.
 - c) The presentation is correct in your own expression and style.
- 3) **Presentation:** Once you are satisfied with your answer, you can write down the final version for submission. **It is mandatory to write all assignments neatly in your own handwriting.** If you so desire, you may underline the points you wish to emphasize. Make sure that the answer is within the stipulated word limit.

Wishing you all the best.

Programme Coordinator (CCP)

CPI-101: Consumer and Consumer Protection Legislations

Course Code: CPI-101

Assignment Code: CPI-101/TMA/2023

Total Marks: 100

Answer all the questions in your own words. Each question carry 10 Marks.

1. Discuss the history and growth of Consumer Movement in India
2. Discuss various Dimensions of Economic Environment
3. Explain and discuss the meaning of 'Misleading Advertisement' with the help of case laws?
4. Discuss in detail Consumer Rights
5. Who is Consumer? Discuss with the help of decided case laws.
6. Discuss in brief the Level of Consumer Awareness and consumer responsibility in India.
7. Write a note on Consumer Education: Delivery Mechanism.
8. Write a note on Consumer Empowerment.
9. Discuss the changing Trends in Consumer Movement
10. Write short notes on:
 - a) Legal Metrology Act, 2009
 - b) Theory of Consumer Behaviour.

CPI-102: Redressal of Consumer Grievances: Role of Various Stake Holders

Course Code: CPI-102

Assignment Code: CPI-102/TMA/2023

Total Marks: 100

Answer all the questions in your own words. Each question carry 10 Marks.

1. Discuss the grounds for filing Complaints to Banking Ombudsmen.
2. Discuss the schemes under 'Consumer Welfare Fund' provided by the State Government and other bodies.
3. Discuss the functions of various Consumer Organisation (VCOs)
4. Discuss the Strategies used by Consumer Activist.
5. Write a note on Federation of Indian Chambers of Commerce and industry (FICCI).
6. Discuss the Laws governing Advertisement.
7. Discuss the Sectors which are more prone to Consumer issues and Disputes.
8. Explain Mediation including its types and stages.
9. Write a note on National Consumer Helpline
10. Write short notes on:
 - (a) Consumer Interpol.
 - (b) Grahak Suvidha kendras.

CPI-103: Consumer Protection Issues

Course Code: CPI-103

Assignment Code: CPI-103/TMA/2023

Total Marks: 100

Answer all the questions in your own words. Each question carry 10 Marks.

1. Discuss the Redressal Mechanisms provided under the Consumer Protection Act
2. Discuss the Gist of Consumer Protection Regulations, 2005
3. Discuss in detail the procedure and formalities for making various Insurance Claims.
4. Discuss the grounds for refund of Ticket Deposit Receipt (TDR) and Refund Rules prevalent in Railways?
5. Write a note on Bureau of Indian Standards Act, 2016.
6. Discuss in brief the Consumer Protection Laws in United Kingdom and Australia
7. Discuss the case law of V. Krishna Kumar V. State of Tamil Nadu and others (Civil Appeal No.8065 of 2009) under Medical and Health Services.
8. Discuss in detail the Banking Ombudsman Scheme (1995,2002 & 2006)
9. Discuss in detail the Consumer law Judgments related to 'Housing'.
10. Write short notes on the following:
 - a) Duties of Consumer
 - b) General framework of FSS Act, 2006