

**CCP**

**Certificate in Consumer Protection  
(Revised)**

**(CCP)**

**Assignment  
2021**



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

## **Certificate in Consumer Protection (Revised)**

Dear Student,

As explained in the Programme Guide, you will have to do four assignments for this application oriented course in Certificate in Consumer Protection. Four assignments are Tutors Marked (TMAs) and each carry 100 marks. Course distribution of assignments is as follows:

Assignment- 1 (TMA) – CPI-101, Consumer and Consumer Protection Legislations

Assignment- 2 (TMA) – CPI-102, Redressal of Consumer Grievances: Role of Various Stake Holders

Assignment- 3 (TMA) – CPI-103, Consumer Protection Issues

Before attempting the assignments, please read the instructions provided in the Programme Guide sent to you separately.

**Submission:** The completed assignments should be submitted as per the following schedule:

<b>Assignment Nos.</b>	<b>Date of submission</b>	<b>Where to send</b>
Assignment-CPI 101,102,103 (TMA)	For students admitted in January session – <b>31<sup>st</sup> March, 2021</b>	The Coordinator of your study Center/ Regional Centre
Assignment-CPI 101,102,103 (TMA)	For students admitted in July session – <b>30<sup>th</sup> September, 2021</b>	The Coordinator of your Study Centre/ Regional Centre

**Assignment - 1**  
**TMA-1**  
**Consumer and Consumer Protection Legislations**

**Course Code: CPI-101**  
**Assignment Code: Asst-1/TMA-1/2021**  
**Total Marks: 100**

<b>Answer all questions. Write answers in your own words.</b>	<b>Marks</b>
1. Discuss the following in brief:	
(a) Classification of Buying Motives.	(05)
(b) Types of Consumer.	(05)
2. Who is a Consumer? Discuss in detail with the help of case laws.	(10)
3. Discuss in detail the impact of Advertisement on Consumers with the help of	
4. decided case laws, if any.	(10)
4. Discuss in detail the achievement of the Consumer Movement with the help of	
case laws if any.	(10)
5. Discuss in brief:	
(a) The Origin of Consumers International (C1).	(05)
(b) Why the Consumer needs Protection.	(05)
6. Discuss in detail the scope and importance of six Consumer Rights.	(10)
7. Discuss in brief.	
(a) Consumer Environment.	(05)
(b) Steps to strengthen Consumer Awareness and Empowerment.	(05)
8. Write notes on:	
(a) Bureau of Indian Standards Act, 1986	(05)
(b) The Competition Act, 2002.	(05)
9. Write an elaborate note on 'Corporate Social Responsibilities' (CSR).	(10)
10. Discuss Consumer Case Laws related to:	
(a) Indian Airlines	(05)
(b) Medical Negligence	(05)

## Assignment - 2

### TMA - 1

#### Redressal of Consumer Grievances: Role of Various Stake Holders

Course Code: CPI-102

Assignment Code: Asst-2/TMA-2/2021

Total Marks: 100

**Answer all questions in each category. Write answers in your own words.**

1. Discuss in detail the Advertising Standards Council of India Code. (10)
2. Discuss in detail the three Consumer Protection Units ( District Forum, State Commission and National Commission). (10)
3. Write notes on:
  - (a) Campaign Jago Grahak Jago. (05)
  - (b) Consumer Online Resource Empowerment. (CORE) (05)
4. Discuss the important functions of and major initiatives taken by Confederation of Indian Industry (CII). (10)
5. Discuss in detail the suggestions for making Organizations viable and effective. (10)
6. Discuss in detail the salient features and functions of Consumer Protection Councils under the Consumer Protection Act, 1986 (10)
7. Discuss in detail the Role of National Consumer Helpline (NCH). (10)
8. Discuss the Detail the rationale, Structure, Jurisdiction of Lokpal at the national level and Lokayukatas at the states level. (10)
9. Write an elaborate note on 'Strategies of Effective Campaign and Advocacy' Programmes. (10)
10. Discuss in detail the activities of 'Consumer International'(CI). (10)

**Assignment - 3**  
**TMA - 1**  
**Consumer Protection Issues**

**Course Code: CPI-103**

**Assignment Code: Asst-3/TMA-3/2021**

**Total Marks: 100**

**Answers all questions. Write answers in your own words.**

1. Discuss in detail the UN guidelines on Consumer Protection, 1985 including Expansion in 1999 and Revision in 2015. (10)
2. Discuss in detail the Consumer Rights vis-à-vis the Consumer Protection Act, 1986. (10)
3. Discuss in detail the Consumer Protection Law in the United State of America. (10)
4. Prepare the following Model Forms either alleging defects in the goods purchased or deficiency in service hired by you:
  - (a) Written statement on behalf of Respondents to the complaint of the complainant. (05)
  - (b) Model Form of Notice, Compliant, Affidavit and Reply before filing the complaint (05)
5. Discuss in detail Medical Negligence with the help of decided case laws. (10)
6. Discuss in detail the provisions related to Enforcement of FSSAI Act, 2006. (10)
7. Discuss in detail the objectives and salient features of the new Bureau of Indian Standards Act, 2016 (10)
8. Discuss the case laws related to goods (10)
  - (a) Defective seeds sold to farmers by Seed Crporation (National Seeds Corporation Ltd vis-à-vis Madhusudhan Reddy). (05)
  - (b) Blade in cold drunk Bottle. (Hindustan coca-cola Beverages Pvt. Ltd. Vs. Subbiyyan). (05)
9. Discuss in detail the Banking Ombudsman Scheme (1995,2002 & 2006). (10)
10. Discuss in detail the Consumer law Judgments related to 'Housing'. (10)