

**Certificate in Consumer Protection**  
**(CCP)**

**Tutor Marked Assignments**  
**(Jan, 2022 and July, 2022)**



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

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

Dear Student,

As per laid down guidelines of the University, you have to complete one assignment for each course. 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. 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 30<sup>th</sup> April 2022

For July Session - By 30<sup>th</sup> September, 2022

### **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/2022**

**Total Marks: 100**

<b>Answer all the questions in your own words.</b>	<b>Marks</b>
1. Discuss various Dimensions of Economic Environment'	(10)
2. Discuss in detail the history and growth of Consumer Movement in India.	(10)
3. Discuss in detail the scope and importance of Consumer Rights	(10)
4. Who is Consumer? Discuss with the help of decided case laws.	(10)
5. Discuss in brief the Legal Metrology Act, 2009	(10)
6. Discuss in detail the Theory of Consumer Behaviour.	(10)
7. Discuss in detail the impact of Advertisement on Consumers with the help of decided case laws.	(10)
8. Write a note on Consumer Empowerment.	(10)
9. Discuss in detail the suggestions for improving the Consumer Grievance Redressal Mechanisms.	(10)
10. Write short notes on:	
(a) Level of Consumer Awareness in India.	(05)
(b) Consumer Responsibility.	(05)

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

**Course Code: CPI-102**

**Assignment Code: CPI-102/TMA/2022**

**Total Marks: 100**

<b>Answer all the questions in your own words.</b>	<b>Marks</b>
1. Discuss various schemes under 'Consumer Welfare Fund' provided by the State Government and other bodies.	
2. Discuss the important functions of Federation of Indian Chambers of Commerce and Industry (FICCI).	(10)
3. Discuss the functions of Voluntary Consumer Organisation (VCOs) and Non-Government Organisations (NGOs)	(10)
4. Discuss the 'Do' and 'Don'ts' for a Consumer Activist along with Strategies and Tactics	(10)
5. Discuss the Laws governing Advertisement.	(10)
6. Discuss the Sectors which are more prone to Consumer issues and disputes.	(10)
7. Write a note on 'Mediation'.	(10)
8. Discuss the grounds for filing Complaints to Banking Ombudsmen.	(10)
9. Write a note on Consumer Interpol'.	(10)
10. Write short notes on:	
(a) National Consumer Helpline.	(05)
(b) Grahak Suvidha kendras.	(05)

## **CPI-103: Consumer Protection Issues**

**Course Code: CPI-103**

**Assignment Code: CPI-103/TMA/2022**

**Total Marks: 100**

<b>Answer all the questions in your own words.</b>	<b>Marks</b>
1. Discuss in brief the Consumer Protection Laws in United Kingdom and Australia.	(10)
2. Discuss in detail the duties of Consumer.	(10)
3. Discuss in detail the procedure and formalities for making various Insurance Claims.	(10)
4. Discuss the grounds for refund of Ticket Deposit Receipt (TDR) and Refund Rules prevalent in Railways?	(10)
5. Discuss the need for the enactment of Bureau of Indian Standards Act, 2016.	(10)
6. Discuss the Redressal Mechanisms provided under the Consumer Protection Act	(10)
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.	(10)
8. Discuss in detail the Banking Ombudsman Scheme (1995,2002 & 2006)	(10)
9. Discuss in detail the Consumer law Judgments related to 'Housing'.	(10)
10. Prepare the following Model Forms either alleging defects in the goods purchased or deficiency in Service hired by you:	
(a) Complaint Letter (Notice) to be served on the Seller/Producer/Service Provider before filing a Consumer Complaint.	(05)
(b) Format for filing an Execution Petition in Consumer Forum.	(05)