

Certificate in Consumer Protection

(CCP)

**Tutor Marked Assignments
(Jan, 2026 and July, 2026)**



**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 30th April 2026

For July Session - By 30th September, 2026

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/2026

Total Marks: 100

Answer all the questions in your own words.

Marks

1. Explain the meaning of a consumer. Discuss the rights of consumers provided under the Consumer Protection Act. (10)
2. What is consumer awareness? Explain how consumers can protect themselves from unfair trade practices (10)
3. Discuss the various dimensions of the economic environment that influence consumer behaviour. (10)
4. Discuss in detail the history and growth of Consumer Movement in India. (10)
5. Discuss in brief the Legal Metrology Act, 2009 (10)
6. Discuss the role of Corporate Social Responsibility in protecting consumer interests. (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)