

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

Course Code: CPI-102

Assignment Code: CPI-102/TMA/2026

Total Marks: 100

Answer all the questions in your own words.	Marks
1. Discuss various schemes under ‘Consumer Welfare Fund’ provided by the State Government and other bodies.	(10)
2. Explain the role of industry bodies in protecting consumer interests.	(10)
3. Explain the role of Voluntary Consumer Organisations (VCOs) in redressing consumer grievances.	(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. Explain the objectives and functions of the National Consumer Helpline (NCH). How does the NCH assist consumers in filing complaints and resolving disputes?	(10)
10. Write short notes on	
a) Consumer Interpol.	(05)
b) International Consumer Organisations.	(05)