

**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 30<sup>th</sup> April 2026**

**For July Session - By 30<sup>th</sup> 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-103: Consumer Protection Issues**

**Course Code: CPI-103**  
**Assignment Code: CPI-103/TMA/2026**  
**Total Marks: 100**

**Answer all the questions in your own words.**

**Marks**

1. Explain the key features of the U.K. Consumer Protection Guidelines of 1985, 1999, and 2015. (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. Describe the documents and formats required for filing a complaint under the Consumer Protection Act. (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. Explain the constitutional perspective of consumer rights in India. (10)
9. Discuss landmark consumer protection judgements related to goods. (10)
10. Write short notes on
  - a) Consumer Problems. (05)
  - b) Consumer protection in the drugs and cosmetics sector. (05)