

SCHOOL OF LAW
Certificate in Consumer Protection (CCP)

Assignments: (Jan, 2025 and July, 2025)

Dear Student,

As per laid down guidelines of the University, you have to complete one assignment for each course opted by you.

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. Your answers should be within the approximate range of the word-limit set for each question. 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 Admission Session - By 30th April, 2025

For July Admission Session - By 30th October, 2025

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/2025

Total Marks: 100

Answer all the questions in your own words.

Marks

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)