

**PROJECT WORK IN  
CONSUMER PROTECTION**



**CPIP-104**

# **PROJECT GUIDE**

**CERTIFICATE PROGRAMME  
IN  
CONSUMER PROTECTION  
(CCP)**



**SCHOOL OF LAW**

**INDIRA GANDHI NATIONAL OPEN UNIVERSITY  
MAIDAN GARHI, NEW DELHI-110068**

---

## PROGRAMME COORDINATOR

---

Prof. K. Elumalai,  
School of Law,  
Block G, Academic Complex,  
IGNOU, New Delhi – 110068.

---

### Print Production

---

Mr. S. Burman  
DR (Publication)  
MPDD, IGNOU

Mr. Tilak Raj  
AR (Publication)  
MPDD, IGNOU

Mr. Yashpal  
Section Officer (Publication)  
MPDD, IGNOU

---

October, 2018

© Indira Gandhi National Open University, 2018

**Disclaimer:** Any materials adapted from web-based resources in this module are being used for educational purposes only and not for commercial purposes.

All rights reserved. No part of this work may be reproduced in any form, by mimeograph or any other means, without permission in writing from the Copyright holder.

Further information on the Indira Gandhi National Open University courses may be obtained from the University's office at Maidan Garhi, New Delhi-110 068 or the official website of IGNOU at [www.ignou.ac.in](http://www.ignou.ac.in).

Printed and published on behalf of Indira Gandhi National Open University, New Delhi from MPDD..

Laser Typeset by : Rajshree Computers, V-166A, Bhagwati Vihar, (Near Sec. 2, Dwarka), Uttam Nagar, New Delhi-59

Printed at : Raj Printers, A-9, Sector B-2, Tronica City, Loni (Gzb.)

# CONTENTS

	Page No.
<b>PART I      General Information</b>	5
1.1    What is a Project?	
1.2    How to Carry Out a Project Work	
1.3    How to Write a Project Proposal and Final Report	
1.4    Proposal and Supervision	
1.4.1    Project Proposal	
1.4.2    Project Supervision	
1.4.3    Broad Guidelines for Selection of Topics/ Themes for the Project.	
<b>PART II      Stages of Project Works</b>	9
2.1    Theme Identification	
2.2    Data Collection	
2.2.1    Organise Your Time	
2.2.2    Organise Your Notes	
2.2.3    Organise Your Approach	
2.3    Writing the Project	
2.4    Evaluation	
<b>PART III      Annexures</b>	17
Annexure A: Project Proposal Performa	
Annexure B: First Page of the Project Work	
Annexure C: Certificate (by the Supervisor)	

## **POINTS TO REMEMBER FOR PREPARATION OF PROJECT PROPOSALS AND PROJECT REPORT**

- 1) Read the Project Guide carefully.
- 2) After reading Part-2, identify a few themes/ areas either based on your past experience or aspects/ areas in which you have a special concern or interest.
- 3) You will be allotted a Supervisor by the Coordinator of your Study Centre, Discuss these themes with the Supervisor and pursue your Project on one of the themes identified/ selected.
- 4) Prepare your Project Proposal in consultation with your Supervisor.
- 5) Mail a copy of the Project Proposal duly approved by your Supervisor to the Programme Coordinator, Certificate in Consumer Protection (CCP), Block G, Academic Complex, School of Law, IGNOU, Maidan Garhi, New Delhi - 110068.
- 6) Work on your Project as per guidelines contained in the Project Guide.
- 7) Project Report can be prepared either in English or Hindi.
- 8) Mail your Final Project Report to Registrar, Student Evaluation Division (SED), Maidan Garhi, New Delhi - 110068.

## PROJECT GUIDE

### FOR THE PREPARATION OF PROJECT PROPOSAL AND PROJECT REPORT FOR THE CERTIFICATE COURSE IN CONSUMER PROTECTION

---

#### **PART- I: GENERAL INFORMATION**

---

This project guide has been prepared with a view to help you in undertaking a Project Work under the Certificate Course in Consumer Protection by familiarising with its various aspects and requirements. You will find this guide useful to go through before you begin your work on the Project. This Project Guide has three parts. The first part provides general information and guidelines; the second part details the different stages involved in the preparation of project proposal and report; and the third part consists of annexures which shall be used at different stages of your project work.

---

#### **1.1 WHAT IS A PROJECT?**

---

Project Work, as per definition, is a series of activities that allows the learners/ Students to study, do research and act by using their abilities, interests, personal experiences and aptitudes. The Project Work travels through the guidance and monitoring of a teacher guide or other advisors. Project Work is a process of practical learning experience with an aim and objective to provide the learners/ students with an opportunity to acquire learning from various areas and sources of learning and critically & creatively apply it to real life situations.

Project is an independent exercise and your own work. The purpose of the Project Work is to enable you to gain practical experience. Through the Project you will be expected to put into practice all that you have learnt during your course work. It is a way of applying the knowledge gained through the course to local consumer issues and concerns.

This Project Work is of four credits and you are expected to spend about 120 hours of total work in completing the Project. We would prefer to receive a typed bound copy of your Project Proposal and Project Report. However, **if you find it difficult to get it typed, make sure that your work is neatly and legibly hand-written on one side of the paper only.** The length of your Project Work may be between 4000 to 5000 words. Keep this in mind while choosing the Project theme. The idea is that you should be able to say all that you want to say within this word limit. At the same time you have the option to increase the number of words. You are free to write your Project in **English or Hindi.**

---

#### **1.2 HOW TO CARRY OUT A PROJECT WORK**

---

1. Find a right and appropriate person as a Supervisor.
2. Don't feel shy to ask doubts, clarifications, options, comments, etc. from your project Supervisor/ other friends and experts in the field.
3. Select a proper and correct topic based on your area's of interest, knowledge and expertise acquired already.
4. Keep an eye on a realistic time frame/ line.
5. Start the process of writing a project proposal/ final Project Report in consultation with your project Supervisor.

---

## 1.3 HOW TO WRITE A PROJECT PROPOSAL AND FINAL REPORT

---

The detailed process and stages involved in writing Project Proposal & Final Project Report is elaborately provided under Part II of this Project Guide.

---

## 1.4 PROPOSAL AND SUPERVISION

---

After you enroll in the Certificate in Consumer Protection programme and on or before or after the completion of your Term End Examinations (Theory – 12 credits), you should make an attempt to identify and select a topic for your Project Work. The Project Supervisor will help as well as guide you in the preparation of Project Proposal and Project Report. Your Project Supervisor is expected to be familiar with the required knowledge and skills for working on such projects.

### 1.4.1 Project Proposal

After identifying the area of study and a topic for the project work, you would prepare a Project Proposal synopsis in not more than 400 words. Your proposal is essentially a description of what you propose to do and how you intend to go about it. In your Project, you should outline:

- i) A brief introduction about the proposed study,
- ii) The objective of your study,
- iii) The type/method/methodology, you are planning to adopt,
- iv) The area of study intended for coverage, wherever considered necessary,
- v) Mention the kind of data that is available,
- vi) Indication of a work plan that you propose to follow or any other related information,
- vii) The Proposal should also include the issues you are going to raise while conducting your project work.

You may discuss your Project Proposal with your Project Supervisor, Academic Counsellor, any Experts or Friends & Colleagues in that field. Finally, you should prepare the Project Proposal in consultation with Project Supervisor.

It is very important that you are familiar with the geographical area you wish to undertake as Project Work. The area intended to be selected should also be accessible to you. Generally it is a desirable to choose an area which is familiar or close by, or within your reach.

### 1.4.2 Project Supervision

Your Project shall be guided by a Project Supervisor recognised by the Indira Gandhi National Open University. Academic Counsellors are recognised as Supervisors for Project. Once you have selected a broad area for your study (we have listed some areas under sub-section 2.1), please contact your Study Centre Coordinator (if study centre is not allotted then contact IGNOU Regional Centre) who will assign a Project Supervisor to you, suited to your study.

The Supervisor will:

- provide suitable guidance in the preparation of Project Proposal and approval of the same thereafter.

- acquaint you with such local groups and agencies as may be considered relevant to your project work.
- give you letters of authorisation, wherever required, which would enable you to make enquiry and investigations in different offices, consumer associations, NGO's, etc. pertaining to your project work.
- ensure accessibility to the library to you at the Study Centre/ Regional Centre/ any other place for consultation purposes,
- advise you, to the best of his/her efforts, about your theme, on the availability of data and general work plan for the project work, and
- suggest books and articles that you may find useful in your work.
- prepare two copies of your Proposal (preferably typed), obtain the approval of your Project Supervisor on the format given in Annexure A and send one copy to the following address :

The Programme Coordinator,  
Certificate in Consumer Protection,  
Block G, Room No. 5, School of Law,  
Indira Gandhi National Open University  
Maidan Garhi, New Delhi 110068.

- keep a copy of the Project Proposal with you because the university may not send your proposal back to you.
- ensure that your Project Proposal is accompanied by a letter of approval by your Project Supervisor.
- send your Project Proposal through Registered/ Speed Post only, so that a proof is available with you for sending the project proposal.
- do not change your topic or even its wording after you have sent the Project Proposal to the university. In other words, the topic of your Project Report should be the same as in your Project Proposal.
- write the name and code of your course (in this case CCP), your enrolment number, the name of your Study Centre and the Regional Centre on the first page. In other words, fill the performa given in Annexure A very carefully.

**Do not wait for our approval of the Project Proposal. The approval of the Supervisor is final unless it failed to contain the basic requirements stated under para 1.4.1. We require a copy for your Project Proposal for own records. You may start the work on your proposal soon after sending a copy to the university.**

### **1.4.3 Broad Guidelines for selection of topics/themes for the project**

The subject Consumer Protection may be broadly divided under two major heads i.e. (i) Defects in the consumer goods purchased and (ii) Deficiency in services hired. The consumer goods may cover all kinds of goods. A few examples are listed below:

**Table 1: List of a few sample Goods covered under Consumer Protection Act, 1986**

Baby Products & Toys	Clothing (Handloom	Furniture and Fittings and Powerloom)	Domestic Implements/ Appliances
Footwear	Leather Goods	Consumer Electronics	Perfumery
Toiletry	Sports Equipments	Personal Care Products	Agricultural Implements/ Products
Freight Transport Equipments	Automobile Goods	Perishable and Non Perishable Goods	Organic/ Inorganic Products
Plant and Machinery	Food Products	Durable goods	Perishable goods

**Table 2: List of a few sample Services covered under Consumer Protection Act, 1986**

Banking & Financial Services	Debit Card/ Credit Card/ ATM Services	Education	Transport (Air, Road, Rail, etc.)
Insurance (Life and General)	Medical and Health Care	Telecommunications	Hotel and Hospitality Services
Postal & Courier Services	Provident Fund	Housing and House Construction	Web based services
Investments	Chit Fund	Pharmaceuticals	Legal Services
IT Service	Water Sports	Telephone and Mobile phone services	Power and Electricity
Water Supply	Consultancy Services	Cable TV Network	Arrangement of Tour

**Note: The above tables are only indicative and in no case exhaustive.**

## PART-II: STAGES OF PROJECT WORK

This is an application oriented course and should ideally be pursued at five different stages. Each stage is equally important and requires you to devote sufficient attention to it. The proportion of time spent at each level, however, may vary depending on the nature of your topic and area of study.

The Project Work is a continuous process, you would have understood by now, that passes through several stages. The project work may be divided to the following major/ important components parts:

- a) **Introduction:** The learner (you) should relate the topic of his/her project with one or more of the major consumers concerns of modern world.
- b) **Objectives:** This is the opening part of your project, hence, explain briefly the reasons and objectives for selection of the topic.
- c) **Methodology:** Here you should outline very clearly the method or methodology you would like to follow during the process of the study. You may adopt a survey method by collecting primary data or a sample method or a work based on secondary data and literature review.
- d) **Area of Study:** This is the main body of the Project work wherein you describe at length the main area selected/ identified and findings as evident from an analysis of the data collected by you on the topic selected.
- e) **Conclusion:** Here you are expected to summarise the results/ outcomes of your project work. You may also indicate further lines of enquiry needed on related topics in the conclusion.

Given the above outline, you may like to begin/work systematically for which we have given suggestions in the Sub-Sections that follow.

### 2.1 THEME IDENTIFICATION

Think carefully and discuss with your Project Supervisor before selecting a topic for your Project. A few sample themes that you can choose from are given below:

- Survey/ Study of consumption pattern of families from different income groups (atleast 30/50/75/100 and so on families) and study their pattern of consumption.
- Survey/ Study of consumption pattern of (atleast 30/50/75/100 and so on families) from different segments and occupations i.e. rural vs. urban, salaried group vs. small business group, etc.
- Survey/ Study of the products and brands available in market for specific categories and make an assessment of their product quality.
- Comparative study of relationships between family incomes and products consumed.
- Comparative study of safety standards and components used in selected electrical goods and appliances.
- An impact study of television advertisements on Teenaged students (school) by interviewing a group of students (atleast 30/50/75/100 and so on).

- An impact of television advertisements on college going students by interviewing a group of students (atleast 30/50/75/100 and so on or more as considered proper).
- Make enquiries from neighbours (atleast 30/50/75/100 and so on) whether they have at any point of time suffered from market malpractices like sale of adulterated foods/ goods or under weights & measures used, or charged more than the Maximum Retail Price printed on the package, sale of out dated or expired goods, etc. Those who suffered such malpractices may be requested to explain or list out the remedy if any sought by them. How many of them have reached Consumer Forum for legal remedy?
- Make enquiries from neighbours (atleast 30/50/75/100 and so on) about use of gas ovens, checking of gas cylinders for leakage & weight at the time of delivery. Make a report on why some neighbours have the tendency to check and while others do not.
- Undertake a study of your neighbour's (atleast 30/50/75/100 and so on) habit of checking the expiry date on the label of pills or strips at the time of purchasing medicines. Prepare a report on why some do and while others do not.
- Make a survey of residents (atleast 30/50/75/100 and so on) in your locality to find out how many of them are aware of the consumer rights recognised under the Consumer Protection Act, 1986.
- Based on the above, you may also find out whether they also know what remedies they can seek from consumer court (District Forum) if (i) goods purchased are found defective, (ii) various services hired are deficient, (iii) goods bought are not genuine. (please refer para 1.4.3, Table 1 & Table 2 for list of Goods and Services respectively)
- Find out from a selected shops (atleast 30/50/75/100 and so on) located nearby your residence whether the same product under different brand names are preferred by consumers and if yes, find out the reasons for the same viz.
  - i) brand appeal,
  - ii) higher price being assumed to go with better quality,
  - iii) lower price with reasonable quality is within the means of the buyer.
- Undertake a survey to find out the reasons for usage of -
  - a) different/branded/familiar detergent powders.
  - b) different/branded/familiar toilet soaps.
- Undertake a survey of mobile users (atleast 30/50/75/100 and so on) in your locality to ascertain (a) whether they are satisfied with the network service of their mobile companies, and (b) if not, whether any of them have ever complained against unsatisfactory services to the Consumer Forums/ Commissions, and if yes with what result?
- Make a list of products consumed by selected families (atleast 30/50/70/100 and so on) on daily or weekly or monthly on the basis of different Income groups and Occupation Groups given in the following tables.

Table 3

<p><b>A. Product Sub Group</b> Food (gen.) Baby Food Toiletries and Cosmetics Washing and Cleaning Materials Consumer Durables. Household Items and Appliances Others (Please specify)</p>
<p><b>B. Income Groups (per month)</b> Low income upto Rs.15000/- Middle income between Rs. 15000/- to Rs. 30,000/- Upper middle income between Rs.30,000/- to Rs. 50,000/- High income from Rs.50,000/- and above Others (Please specify)</p>
<p><b>C. Occupational Sub Group</b> Farming community Daily wage earners Government service families Private service families Business families Professionals (doctors, teachers, etc.) Others (Please specify)</p>

- 1) List the brands commonly used by them based on income groups/ occupational groups.
  - 2) Products consumed by families based on income groups/ occupational groups on daily, weekly and/or monthly basis.
  - 3) Brands for each product commonly used by the family based on the income groups/ occupational groups.
  - 4) Present the findings in the form of a report.
- **Conduct a market survey of the products and brands available in the market for the product categories (referred in Table 3 (A)).**

To conduct market survey, visit selected (two or five or ten, etc.) leading stores of your nearest market and compare a comprehensive list of products and brands under each of these categories.

- 1) Identify the manufacturers of each of the brand and classify them as (i) Multi-national companies and (ii) Indian Businessmen.
- 2) Present the findings in the form of a report by analysing each product category separately.

- **Conduct of Family Interviews for study of Business Environment**

Interview persons from your locality who are using banking services, telephones, medical services, housing facility, railways, airlines, etc. covered under the Consumer Protection Act, 1986 (please refer Table 2) to ascertain whether services used by them have improved, deteriorated or remain the same in the last two – five years.

Present the findings in the form of a report.

- **Interview of selected families based on (a) different income groups, (b) different occupational groups (please refer Table 3 (B) and 3 (C)) about new products they have started purchasing/using in the last two – five years.**

Present the findings in the form of a report .

- **Interview selected families based on (a) different income groups, (b) different occupational groups (please refer Table 3 (B) and 3 (C)) to list out the new marketing practices vis-à-vis old practices followed by sellers to attract customers.**

Ascertain whether the practices adopted by sellers to attract customers have improved, deteriorated or remain the same since last two – five years.

Present the findings in the form of a report.

### **Identification of Prime Advertisers on Mass Media**

#### **Newspapers**

Prepare a list of products and the particular Brand in Newspapers (one English daily and one Hindi daily or one regional language daily) on a week day, Saturday and Sunday.

Identify the advertisers and classify them into Multinational companies and Indian companies. Present the findings in the form of a report.

#### **Television**

List out Advertisements/Products/Brands and Sponsors of each programme on TV on anyone weekday, Saturday or Sunday for selected hours on each transmission Morning/Afternoon/Evening/ Prime Time/Night.

- Doordarshan
- Private Channels
- News Channels
- Kids Channels
- Sports Channels
- Movie Channnels

Classify the list of advertisers and sponsors separately for each time slot (Morning/Afternoon/Evening/Prime Time/Night) on the categories as mentioned above.

Analyse the list of advertiser/sponsors on the basis of type of advertiser.

Present the findings for each product category in the form of a report.

### **Role of Consumer Organisation**

Conduct a survey of one/two consumer organisations nearby your residence or in your city and try to find the following:

- Background information about the organisation.
- The nature of activities carried out by the organisation in the past and present.
- The nature of activities carried out by the organisation that are devoted towards the impact of government policies and programmes upon the life style of the people.

Collect articles, press clippings from newspapers magazines, journals, etc. on various aspects of government policies and programmes and their impact on Indian consumers. Classify the above under suitable sub-headings.

Present the findings in the form of a report.

**Please understand clearly that the items listed above do by no means exhaustive list of themes on which you can write your project. This is an illustrative list and you can certainly go beyond or make necessary modifications in these themes to suit your local convenience. We shall welcome projects which study local consumers issues.**

In short, the identification of your theme may be directly linked to:

Your inclination towards particular area of study; or

Your working aptitude in pursuing that Project.

**After identifying the area of study of your interest and discussing it with your Project Supervisor, prepare a proposal about which you have already learnt in Sub-section 1.4.1. We would, however, like to emphasise here that preparing a Proposal is a very important stage in our Project Work. Therefore, do not get unnecessarily worried if you find that this stage has taken up a longer time than originally scheduled.**

### **A Few Sample Project Titles of CCP Project Work undertaken by Previous Learners**

- 1) Use of Mobile Phones by Teenagers: A Study in a small suburb in West Bengal.
- 2) The Impact of Television Advertising on College Students/ Teenage Students/ Students studying in Village.
- 3) Consumer behaviour in different income group.
- 4) Awareness of Consumers about Malpractices by the Sellers.
- 5) A Survey in your Locality to Find Out how many of the residents are aware of the Consumer Rights recognised under the Consumer Protection Act, 1986.
- 6) A Study on the Habit/ Pattern of Verification of Expiry Date by Buyer while Buying Medicine.
- 7) Role of Newspaper in Increasing Consumerism through its Advertisement.

- 9) Role of NGO's in Helping Consumers Seek Redressal.
- 10) Study of Consumer Behaviour for Purchasing Android Cell Phones.
- 11) Overview of Consumer Protection Measures in India and People's Awareness about it.
- 12) Study of relationships between family incomes and products used.
- 13) Survey of consumption pattern of families from different occupations.
- 14) An Empirical Study on the Awareness of Consumer Rights.
- 15) Household Income and Expenditure Studies.
- 16) Consumer Behaviour and Awareness' (A Survey on Edible Oil Consuming Families of Moradabad District).
- 17) E-Commerce and the changing Market Dynamics.

---

## **2.2 DATA COLLECTION**

---

Collection data, please do remember, is one of the most important stages involved in your Project Work since it aims to provide all 'the information and sources that you will eventually need while writing your Project Work'.

### **2.2.1 Organise Your Time**

How much study you can absorb in any one sitting? It may differ from person to person, family to family, sector to sector, etc. You may prepare a schedule and set aside a certain number of hours each day or week on your project. Be realistic when you are preparing a time schedule. Give yourself enough free time without, of course, overdoing it. Two - three hours, every alternate day, of concentrated work will see your Project take a good shape.

### **2.2.2 Organise Your Notes**

At the beginning stage, you may not know how much time is needed to prepare notes and how to arrange it. If you, however, go through your notes regularly, very soon they will be in a position to form themselves into groups. The key factor is to accumulate notes as much as you can. Detailed note preparation at this stage is a great time saver later.

### **2.2.3 Organise Your Approach**

It is extremely useful to prepare, in the beginning itself, a synopsis of your Project. This can be done without much difficulty in consultation with your Supervisor. Thereafter, while preparing the notes the headings in the synopsis may automatically become groups under which the notes may be arranged. The synopsis also helps in organising the identification and finalisation of Project Work and order of readings for note preparation. One good sample of a synopsis is the **CONTENT** page of this booklet itself. Only minor changes were made by us in the headings given there from the original work on the basis of which the matter in this booklet was arranged.

While collecting samples of responses, do spend sufficient time in preparing your questionnaire. Consult your Supervisor, speak to experts in the field and read adequate literature related to the Project Work selected or identified. Your questionnaire should evolve out of all these. The kind of answers you get in your questionnaire will depend, to a very large extent, on the kind of questions you ask. The time spent on this exercise will save you from landing into many problems later.

Some important points to remember are listed below:

- Classification and cataloguing of data may enable you to make an effective use of your material later.
- You should note down the date and place, etc. of the interviews conducted.
- You should maintain separate files for different kinds preferably. This will help you later at the time of writing your Project Report.

---

## 2.3 WRITING THE PROJECT

---

**You may write Project Work in English or Hindi.**

Good writing also means clear writing. Your Project Report should contain an analytical composition in which the pros and cons of an argument are weighed. **Such formal writing is written in the third person.**

Originality and clarity are the two vital components of your Project Work. Remember your Project Work is a test of your analytical capacity and skills of communication. This kind of writing is not just an exercise in recording your impressions and writing your *story*. It is also an important aspect in the organisation of your ideas. Therefore do keep the following in mind while writing your Project Report:

- Divide your project into sections and sub-sections. This gives a certain coherence to your project and prevents from spilling into unwanted and undesirable areas.
- A well structured project is easily comprehensible. The aims and objectives should, therefore, be stated very explicitly and clearly even if there is repetition.
- Writing an introduction is important as it gives a certain entry point to your project. Similarly a Conclusion helps you to wind up and enables you to tie up various loose ends.
- All your arguments should be neatly tied and logically culminated at the end of each section and again in your conclusion. At the same time the interconnections between different sections should be clearly maintained.
- **You should write in your own language using simple words and short sentences as far as possible. A Project written in verbose form often distracts the reader from the contents. Treat your language a proper medium to communicate your ideas. The Project will be assessed on the strength of your methodology and ideas.**
- In case it is needed use photographs, diagrams, tables, charts, graphs, illustrations, etc.

Prepare two copies of your Project Work and send only one to us on the following address:

Project Section,  
Room No. 19, Block 3,  
Student Evaluation Division,  
Indira Gandhi National Open University,  
Maidan Garhi, New Delhi-110068.

Do keep a copy of your Project Work with yourself as we may not send it back to you. Make sure your Project Work also had the declaration, given in Annexure C, duly signed by you and your Supervisor.

---

## 2.4 EVALUATION

---

Upon its submission, your Project Work will be sent to an examiner for evaluation. In order to successfully complete your course, you must secure a minimum of 40% in your Project Work. **Please note that the evaluation of your project will take a minimum of two – three months from the date of submission.**

**Remember:**

- Project Work should be original and in your own language;
- You should not copy or reproduce any published or unpublished project or else it would be cancelled;
- Arguments should be substantiated by your data;
- Information should be properly documented;
- The research methodology adopted by you should be stated clearly in the Project Work;
- Give a bibliography at the end. It should include all your sources like records, documents, reports, interviews, group meetings, newspapers, magazines, etc. listed under separate heads.

**In case you secure less than 40% marks we will inform you of the same and also send evaluator's comments. Take the following steps in such cases:**

- Redo your Project Work in the light of evaluator's comments.
- Attach annexures B & C (No need to attach Annexure A).
- Attach a Demand Draft of **Rs. 500/-** (subject to change from time to time) drawn in favour of IGNOU payable at New Delhi.

Project Work complete in all the above respects should be sent for fresh evaluation to:

Project Section,  
Room No. 19, Block 3,  
Student Evaluation Division,  
Indira Gandhi National Open University,  
Maidan Garhi, New Delhi- 110068.

**You must retain the Project Guide till you have completed the entire programme.**

In case of any additional academic query you may write to:

**The Programme Coordinator**  
Certificate in Consumer Protection,  
School of Law,  
Block G, Academic Complex,  
Indira Gandhi National Open University,  
Maidan Garhi, New Delhi- 110068.

---

---

# **PART- III ANNEEXURES**

---

---

## **ANNEXURE A**

---

### **PROJECT PROPOSAL PROFORMA**

Date : .....

Candidate's Information (to be filled by the candidate)

Name:

Enrollment No.:

Programme Code: **CCP**

Course Code: **CPIP- 104**

Address:

Pincode: .....

Regional Centre: .....

Study Centre Code:

The title of the Project .....

(enclose the proposal/synopsis of the Project)

# LETTER/CERTIFICATE OF APPROVAL

(by the Project Supervisor)

I hereby certify that the proposal for the Project Titled “.....”  
.....”

(Title of the Project) by .....(Name of the  
Learner) bearing the enrolment no ..... has been prepared  
after due consultation with me. The proposal has my approval and has to my knowledge the  
potential of developing into a comprehensive Project Work. I also agree to supervise the above  
mentioned Project till its completion.

(Signature of the Supervisor)

Name: .....

Designation: .....

Address: .....

The Food Safety and Inspection Service (FSIS) is responsible for ensuring that the meat, poultry, and egg products that we consume are safe, sound, and wholesome. To this end, FSIS has established a system of inspection and control that is designed to protect the public health. This system is based on the premise that the meat, poultry, and egg products that we consume are safe, sound, and wholesome if they are produced in accordance with the Federal Meat Inspection Act (FMIA), the Poultry Inspection Act (PIA), and the Egg Products Inspection Act (EPIA). FSIS is committed to ensuring that the meat, poultry, and egg products that we consume are safe, sound, and wholesome. To this end, FSIS has established a system of inspection and control that is designed to protect the public health. This system is based on the premise that the meat, poultry, and egg products that we consume are safe, sound, and wholesome if they are produced in accordance with the Federal Meat Inspection Act (FMIA), the Poultry Inspection Act (PIA), and the Egg Products Inspection Act (EPIA).

Section 17 of FSI Act, 2006  
Section 18 of FSI Act, 2006

**ANNEXURE B: FIRST PAGE OF THE PROJECT WORK**

Programme Code: **CCP**

Course Code: **CPIP 104**

Enrollment No.:

Regional Centre: .....

\*Study Centre Code: .....

**TOPIC OF THE PROJECT WORK**

Project Work submitted to the Indira Gandhi National Open University in partial fulfillment of the requirements for the award of the Certificate in Consumer Protection. I hereby declare that this is my original work and has not been submitted elsewhere.

Signature of the Candidate

.....

Name of the

Candidate:.....

Address:.....

.....

.....

Year: .....

**ANNEXURE C**

**CERTIFICATE**

Certified that the Project Work entitled (topic of the Project) ..... submitted by (Name of the Candidate) ..... is his/her own work and has been done/redope in the light of the evaluator's comments\* under my supervision.

**(Signature of the Supervisor)**

Name : .....

Address:.....

Study Centre:.....

Regional Centre:.....

Date:.....

\*Strikes out the portion not applicable in your case