



Direktoratet for utviklingssamarbeid
Norwegian Agency for Development Cooperation

Postadresse/ Postal address: Pb. 8034 Dep, NO-0030 OSLO, Norway
Kontoradresse/ Office address: Ruseløkkveien 26, Oslo
Telefon/ Telephone: +47 22 24 20 30 Faks/ Fax: +47 22 24 20 31
postmottak@norad.no, www.norad.no
Bankgiro/ Bankaccount: 6345.05.03012

Arkivkode/ File no: _____ Vår ref./ Our ref.: _____

Deres/Dykkar ref./ Your ref.: _____ Vår saksbeh./ Enquiries: _____

Dag Larsson

Dato/ Date: _____

13.07.2010

TO WHOM IT MAY CONCERN

This is to certify that CUTS International as part of the "Pilot project on Capacity Building on Electricity Reforms in Select South Asian Countries (Bangladesh, India and Nepal) popularly known as the RESA Project supported by NORAD, undertook a consumer perception/satisfaction survey in 10 districts across project territories (Rajasthan and West Bengal in India, Nepal and Bangladesh) in two phases.

At the beginning of the project a consumer baseline survey was conducted in 10 districts in each project territory, with the aim to understand the perception of the consumer's *vis-à-vis* regulatory reforms. Towards the end of the project, a final consumer survey was conducted to assess the project impact in creating awareness and enhancing capacity of CSOs & consumers and also to chart out the next steps.

The assignment involved a survey of 700 consumers i.e. close to 5000 consumers were covered across project territories. The survey was conducted with different categories of respondents (domestic, non-domestic, agriculture and industrial) using a structured questionnaire. The questionnaire consisted quantitative questions along with some scope of gathering qualitative responses, identification & documentation of case studies, data entry and analysis and report generation.

CUTS International completed the said assignments professionally and within the stipulated time period.

Thanking you.

Yours truly,

A handwritten signature in black ink, appearing to read "Dag Larsson", with a long, sweeping underline that extends across the page.

Dag Larsson
Senior PSD-Adviser, PSD-dept
Norwegian Agency for Development Cooperation
P.O.Box 8034 Dep.
NO-0030 Oslo
Phone +47 2224 2030 dir.:+47 2224 0247
Fax +47 2224 2031
Mob: +47 415 70 261
E-mail: dag.larsson@norad.no