

July 13, 2010

To whomsoever it may concern

This is to certify that as part of the assignment on consultancy support to Haryana Electricity Regulatory Commission (2009-10), CUTS International undertook a study on “**Enhancing consumer awareness and satisfaction level in electricity sector in Haryana**”. The assignment involved consumer survey in 8 districts of the state of about 1300 consumers comprising domestic, non-domestic, agriculture and industrial consumer categories using a structured questionnaire. The final deliverable of the assignment is a report on consumer survey findings and the enhancement of social accountability in Haryana.

Warm Regards

Sincerely,



Anjali Garg
Energy Specialist