



Brief history of the Civil Society roots of URJA since its inception and a record of our work over the last decade

URJA, the apex body of RWAs in Delhi, was set up in 2005; it gathers, analyzes, disseminates information & aggregates public opinion to demand efficient delivery of civic amenities, health services, security, clean air and water to residents of Delhi through an accountable, efficient and responsive Government. We connect and network with around 2500 RWA apart from several significant NGOs of the city.

URJA in Delhi & JAFRA in Gurgaon as the apex body of RWAs in the two cities were instituted by active members of the advocacy group People's Action to specifically address the needs of last mile governance at the colony level and accountability of civic authorities at the Municipal ward level.

URJA, a registered NGO in Delhi is managed by an independent Senate and its coordinators at the assembly constituency level.

November 2002: Our view of the issue regarding cheating by auto drivers was based on the abject failure of the Delhi Government in bringing the drivers to book and/ or making any dent in the situation.

Keeping in line with our approach of finding real solutions and channelising public opinion to positive Action, we created a chart of Distances between the main commuter points of Delhi. On the chart we also printed a conversion table that one can use to arrive at an approximately fare for the distance travelled.

The result was stunning. The chart revealed that on average every Auto/ Taxi overcharged commuters to the tune of 100% over and above the actual fare! The Delhi Government, faced with the reality, promised to think about such a chart to empower citizens of Delhi.

A fare Chart was released for both Autos and Taxis based on the Distance Chart, which gives approximate figures of what the fare should be between the main commuter points in Delhi.

March 2003: The second issue that was undertaken was the issue of Pre paid system for autos and taxis at the airports and stations. Careful calibrations showed that pre-paid booths ended up charging up to 40% extra from unsuspecting commuters. This campaign was highlighted in the media and involved the Delhi Police, which mans these booths.

April 2003: People's Action, through its President, submitted results of a campaign initiated to audit the environment in a colony in Gurgaon. This campaign was undertaken after research that showed almost 60 percent of park area had been reconstituted as plot area by the developers in the area using all possible loopholes in the law. The effort will help in developing greater sensitivity among people for protection and preservation of whatever is left of the green cover not only in Gurgaon but also in Delhi and other parts of the NCR.

May 2003: First all Gurgaon RWA Convention was held at 32nd Milestone. Here over forty registered Resident Welfare Associations (RWAs) and NGOs discussed the breakdown of power, water, and poor transport services, choked roads unprecedented pollution and serious security problems in the city. The concern came up as in the last five years things had been going from bad to worse. The meeting also discussed what the residents themselves could do to improve the quality of life. This Convention led to the formation of the People's Action Gurgaon Council with one member represented from each participant RWA.

August 2003: The campaign for disclosure by candidates standing for election was initiated with a Press Conference to discuss the issue in view of the landmark Supreme Court judgement and the Election Commission of India's directive making it mandatory for candidates standing for elections to disclose on affidavits their antecedent, movable and immovable assets and educational qualifications. Later, in this regard People's Action organised a Convention of registered NGOs, RWAs, and Social Organisations at New Delhi to discuss a road map for taking the Supreme Court judgement, regarding a citizen's right to know a candidate's antecedents, to its logical conclusion.

November 2003: People's Action organised a "Meet Your Candidate" Programme under 'Delhi Election Watch' a coalition of several NGOs and concerned citizens of Delhi whose main objectives has been that such a disclosure system should not remain only on paper but should be disseminated to the voters in an intelligible manner. The sole motive is to help the voters know the background and other relevant information about candidates contesting elections so that they can make a carefully considered choice in casting their vote. Being one of the coalition partners of the DEW, People's Action worked with the DEW in the entire exercise for the cause of transparency in the electoral system and active participation of the citizens in the process.

December 2003: Just before the Assembly elections in Delhi, People's Action undertook a visible campaign to enthuse voters to come out and cast their votes. This campaign was aimed at the middle classes and the educated whose participation has traditionally been lower in comparison to the other polarised sections of society.

RWA Movement is initiated

November 2003: Gurgaon RWA gather under the name and Banner of JAFRA and organised a "Meet Your Candidate" Programme under 'Delhi Election Watch' a coalition of several NGOs and concerned citizens of Delhi whose main objectives has been that such a disclosure system should not remain only on paper but should be disseminated to the voters in an intelligible manner. The sole motive is to help the voters know the background and other relevant information about candidates contesting elections so that they can make a carefully considered choice in casting their vote. Being one of the

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January 2004: People's Action organised a public meeting of volunteers and started building a network of supporters on the lines of the administrative and political structure existing in the city. The objective of the exercise was to consolidate the people's support for the organisation as well as create the infrastructure for carrying future programmes and campaigns through mobilisation teams.

February 2004: Under the Electoral Reforms and Good Governance programmes People's Action has also taken initiation where it was of dire necessity. People's Action in association with the India Habitat Centre organised a Panel Discussion on the subject of 'Electoral Reforms-an agenda for the forthcoming Lok Sabha Elections' arguing on the three premises viz., it is patently desirable to see civil society groups lobbying hard to promote the better candidate. Secondly, abolish the withdrawal provision to elevate the seriousness with which nominations and elections are approached. And thirdly, the abnormally short period of 13 days for campaigning has to be extended.

March 2004: As a part of the Electoral Reforms Undertook registration of new voters through JAFRA RWA. In one such campaign as many as 8,500 new voters for registration in just two days.

May 2004: People's Action organized a landmark Election Meeting between contesting candidates and society and Resident Welfare Association heads at Gurgaon leading to the general Election of 2004. The forum became an example of infusing debate and dialogue into the preparatory phase of electioneering and an attempt at making candidates aware of a collective vote-bank of educated, middle classes that sees beyond community lines. This meeting also became a source of inspiration to the new voters in Gurgaon to come out and vote for candidates that agree to their demands- in effect it brought attention to civil society concerns and expectations from political parties and candidates.

August 2004: People's Action extended the voter registration drive and mobilized the community to register as voters in large numbers. This campaign later ended in January of 2005 with a cumulative rise in numbers of voters of close to 1, 00,000 in the duration of the campaign – roughly over one year. This is a record according to sources in the Election Office.

October 2004: People's Action responded to the growing acts of crime against senior citizens in Delhi and organized a **Conference of RWAs with Police and administration to address the issue**. The meeting evolved a realistic strategy to counter the malaise but laid the responsibility of the situation with the Delhi Government and its policy of continuing to admit new settlers with no identification procedures.

Delhi RWAs organise themselves formally under URJA

July 2005: People's Action was invited by RWA groups and residents of Delhi to plan an intervention in the impending power tariff hike in the face of poor power sector reforms in the city after privatization. a state-wide campaign was undertaken to take the issue to the people. The first ever **All-Delhi RWA Convention held on 16th July** secured a mandate to mobilize people of Delhi to refuse to pay the 10% hike that was being imposed on residents of Delhi by the State Government. Paving the way for creation of **United Residents Joint Action [URJA]**

August 2005: After over 100 public meetings across Delhi and involving close to 250 Resident Welfare Associations across Delhi over two months of gruelling campaigning and mobilization, People's Action recorded a stunning victory for people power and the civil society movement when the Government bowing to the pressure created by the group finally withdrew the power tariff hike on 31st August 2005.

September 2005: Riding on the success of the Power Tariff campaign and with a view to set up a permanent structure that strengthens civil society to take up other such issues, People's Action institutes **United RWAs Joint Action [URJA]** as a consortium of over 500 RWAs across Delhi at a packed second RWA Convention. A structure for the new entity envisages seven zonal chiefs and a cascading committee of representative members in a horizontal format that involves all RWAs of Delhi.

October 2005: URJA takes up the issue of fast running meters and demands an investigation to establish the truth. A new Satyagraha campaign is launched and a mobilization campaign launched to put pressure on government to examine the conditions under which a private DISCOM supplied these meters. Thanks to the din we created, opposition parties in Delhi took up the issue and built up steam on it.

January 2006: People's Action scores when its President is selected among the people who have impacted Delhi in 2005 through their leadership and activism by mainline media house Times of India. Sanjay Kaul is credited with bringing the normally somnolent middle class on to the roads to protest and for federating the Resident Welfare Associations into a powerful lobby for the first time.

February 2006: In Delhi, People's Action & URJA intervened in the chaos created by the Supreme Court's sudden orders on the growing commercialization of residential colonies and illegal constructions. The spate of sealing and demolitions that followed was given a 'Traders versus RWAs' twist by media and some politically affiliated groups. People's Action argued for the principle of self-discipline as a means of solving the crisis asking all those who had transgressed the law to self-correct and offering a time bound plan to allow traders to re-establish themselves in pre-determined areas.

March 2006: Concerned with the uproar over sealing in Delhi URJA & the Confederation of All India Traders [CAIT], collectively tried to emphasise that all traders in Delhi were members of RWAs themselves and sought to bring the two sides closer in an attempt to find solution that served everyone's purpose.

July 2006: With active URJA support People's Action initiates the formation of an NGO collective that works on common issues of governance. New Delhi People's Association [NDPA] was formed with close to 30 members who are among the most prominent advocacy and civil society groups in Delhi . This group meets every month to debate current issues of concern to residents.

September 2006: URJA organizes the first independent *Bijli Adalat* to record meter related complaints of residents in Delhi. The first, inaugural *Adalat* is organized at *JantarMantar* in the heart of New Delhi with a Retired Judge in attendance to receive all meter related complaints. Two other such *Adalats* follow in East and West Delhi. This action becomes the foundation for a series of legal actions against the State Government and private power companies.

October 2006: URJA pilots a joint-appeal by RWA groups and members of the CAIT to the Chief Justice of India seeking relief for the residents of Delhi. The appeal is followed by an immediate reprieve from sealing and demolitions by the Court until further hearings.

November 2006: Leading from the crisis caused by the SC order and the state of the city, URJA & People's Action initiates efforts to bring together NGOs and civil society groups under one banner to work on issues of common interest like urban planning, civic improvements and development of the city.

December 2006: URJA & People's Action launches New Delhi People's Alliance [NDPA] with close to 30 active NGO and advocacy groups of Delhi as members of this body. It includes gender groups, resident associations, consumer rights groups, and various trade and community bodies. NDPA launched officially on 21 st December 2006.

January 2007: URJA & People's Action organises the first public meeting under the aegis of NDPA on 9th January. Residents and political party leaders met face to face to discuss vexatious issues and the issue of municipal elections and the role of RWAs in the coming elections. On 23 rd January, People's Action organizes the first ever Political Convention of RWAs to determine the extent and role of RWAs in the coming municipal elections. A decision to involve residents in candidate selection is passed by consensus and a methodology is laid out at the Convention.

URJA initiates the first protest against the construction of Commonwealth Games Village on the Yamuna river bed. URJA members from different parts of the city reach the Yamuna river-bed and organize a *Havan* with a priest in attendance to signify the beginning of their campaign against land grabbing in the river bed.

February 2007: URJA starts a campaign to enhance voter involvement in the Municipal Elections. To energise middle class interest in civic polls, People's Action draws up a template for RWAs to mobilize residents through an engaging procedure for identifying deserving, honest, clean and capable candidates from within their communities.

Consolidation of RWAs along wards is undertaken and People's Action oversees formation of Ward Committees in various wards where the candidate selection process starts. Eight independent candidates are thrown up in this process. URJA urges political parties to own these candidates and give them tickets to fight elections.

March 2007: In colonies where RWAs are not organised, URJA starts a new campaign called "*Janata ka Ummeedwar*" or "People's Candidate" and executes similar strategy to identify prospective

candidates. Delhi's largest Hindi newspaper, Punjab Kesri comes on board as a partner in the campaign. 13 candidates are identified and join the municipal elections fray.

April 2007: Over 350 RWAs across the city participated in the candidate election exercise and 21 candidates finally remained in the fray for election. URJA & People's Action calls for a convention to discuss post-election strategies and lessons learnt. Many of the candidates took third place behind the giant national parties Congress and the BJP. One candidate notched up over 10% of the vote. Results of elections are analysed at the convention and a new thinking emerges that justifies greater involvement of residents in municipal elections. Convention also throws up the first ever demand for the creation of Resident Ward Committees which will be recognized by the Municipal body. Also, for the first time, a demand to split the Municipal Corporation of Delhi into 7 segments to correspond with Lok Sabha Constituencies is raised at the Convention of RWAs.

URJA & People's Action organizes the first protest against Blue line bus deaths in the city with a candle light vigil at the *Jantar Mantar*. Over 100 people die every year due to Blue line mishaps, but the Government refused to phase these buses out due to political reasons. The protest raised awareness on the issue and URJA RWA members participate in good strength.

October 2007: After a shocking Blueline bus accident which killed 8 people in one incident, People's Action organises victims under an Association of Blueline Victims. A half day protest by URJA RWA outside the CM's residence culminated in this group action designed to protect the rights of poor people whose families lost earning members.

November 2007: The much touted High Capacity Bus System [HCBS] creates a mess for traffic and all hell breaks loose. URJA & People's Action takes lead in pointing out serious deficiencies in the plan which as it turns out was attempted without carrying out full due diligence.

People's Action takes assistance of its legal associates and the Association of Blueline Victims go to Court claiming compensation for victims' families.

January 2008: URJA organises a people's Inauguration of the RTR Flyover which had been kept on hold for want of a VIP to inaugurate it, in spite of inconveniencing thousands of commuters every day. Members of People's Action along with URJA members cut the ribbon and 'officially' inaugurate the flyover and declare it open.

April 2008: HCBS, now renamed Bus Rapid Transport [BRT] opens for trials and is immediately a failure. Interminable jams, slow bus speeds question the very purpose of a scheme that had earlier failed in Pune. URJA organizes a public protest against the ill-conceived scheme and fuels debate on whether these projects are for the people, or for personal profit of politicians.

June 2008: URJA initiates a campaign to establish Ward Committees with a view to aligning RWAs along Assembly Constituency lines. This campaign aligns RWAs within each ward to forge Committees made of their members who then conjoin with other wards within each Assembly segment to form an Assembly Committee.

August 2008: The three month campaign concludes with the creation of Committees in 35 Assembly constituencies, or half of Delhi's political constituencies and a hierarchy is created for effective coverage administration of the network. One of the first tasks for the Committees is to work to make the upcoming URJA Convention and AGM a success.

September 2008: URJA & People's action launches a new insignia and design for the URJA logo and this is unveiled at the URJA Convention. The Convention is the biggest congregation of RWAs with over 500 delegates from across the city. The full day programme is attended by the MCD top brass and leaders of both main line political parties. The second half of the day is covered by presentations by environment activists, power experts and RTI activists. The convention passes a resolution to make the Resident Ward Committees mandatory.

November 2008: The 10-member URJA Senate is formalized with temporary charge and a new command is put in place to operate through consensus. The Senate consists of one member from each of the seven zones of URJA and three representative members from People's Action.

2009: URJA senate undertakes a series of meetings with all political representatives in the MCD and other political heads, cutting across party lines in Delhi, to press for the implementation of the Residents ward Committee [RWC] scheme, the only instrument which can make changes to achieve effective last mile governance,

January 2009: URJA through its RWA members petitions all MLA and Councillors for their intervention to pressure the State Govt. to not implement the proposed power tariff hike, and also holds a press meet to apprise the media

February 2009: URJA delegation meets the Environment Secretary to release instructions for not using plastic bags

March 2009: Central Information Commissioner (CIC) invites URJA for discussion to know our stand on Civic related issues raised by RWA and role of civic agencies in its redressal.

August 2009: URJA holds a seminar to discuss issues arising out of the use of genetically modified seeds like BT Brinjal etc. {G M Foods}

URJA begins towards consumer awareness in the power Sector. Takes up matters related to the Absence of RTI act in DISCOMS, Awareness over the CERC act. URJA begins to seek more clarity on CAG audits and files objections in the Delhi Electricity Regulatory commission

November 2009: URJA along with GM Foods members met Chief Minister of Delhi to take up the genetically modified seeds issue with the Centre Govt.

January 2010: Municipal Corporation of Delhi invites URJA Convenors as member RWA are nominated to the high power committee constituted on implementation of MPD 2021

URJA succeeds in getting the Municipal Corporation of Delhi to accept in principle the Resident Ward committee Scheme and the Mayor of Delhi addresses URJA State Council on the formation of Resident Ward Committees.

URJA initiates dialogue on RWA reforms. Credibility Alliance, a specialist audit for NGOs discusses possibilities of introducing standards for RWA functioning.

August 2010: URJA initiates campaign for 'No to Plastic Bags' and adopt bio degradable organic bags only for use.

URJA organise a seminar on Common Wealth Games importance and its impact on the development of J J Colony cluster with support from Hindi Daily Punjab Kesari at Punjabi Bagh

September 2010: URJA Intervened in the petition no. 4821 of 2010 filed against DERC for reduction of Tariff not being implemented by the State Govt. In the Hon'ble High Court of Delhi

URJA aggressively participated in the Yamuna Action Plan meet organised by the Standing Committee Chairman of MCD at Constitution club

November 2010: URJA launch the *Safai Abhiyan* for removal of garbage piled up on the lanes, by-lanes and streets of the colony where RWA work in close association with local *safai Karamchari* and monitor

2011: People's Action is admitted as member of the United Nations Global Compact.

April 2011- In a significant and far reaching achievement The Municipal Corporation of Delhi under the authority of the Mayor accepts the Resident Ward Committee scheme. URJA signs MoU with the MCD to assist in implementing the scheme in all 272 wards of Delhi. RWC website launched. MCD enlarges scope of RWC to include RWAs of unauthorized colonies.

June 2011: Power regulator DERC approves a power tariff hike under pressure from private power distribution companies. URJA opposes the move, mobilizes RWAs asking for a CAG audit and bringing these companies under RTI.

November 2011: URJA organizes a Walkathon across Delhi to petition all 70 Delhi MLAs. Members of URJA walk over 400 kilometres over 23 days, to complete the Walkathon URJA takes the matter to Court.

Delhi Cabinet orders an in principle CAG audit of Private DISCOMS

Hon'ble High Court of Delhi asks URJA to file a separate petition for C&AG audit of Discoms & CBI enquiry into the conduct of DERC members with Discoms.

March 2012: The Committee of experts set up to draft the new municipal act invites URJA to be a part of public consultation. URJA facilitates RWA from the North, South and East Municipal Corporation wards in three separate seminars to deliberate upon the issue of RWA participation and ward committees' role in transparent and effective civic governance in the spirit of the 74th constitutional amendment

May 2012: People's Action and URJA respond to the decision of the youth affairs & sports ministry to take the matter of playgrounds for Children seriously and take it beyond simple issuing of circulars on opening school playgrounds to local area children. People's Action takes up the matter and brings the issue of providing playgrounds in all colonies of Delhi to the forefront

URJA holds meet your candidate meetings across municipal wards in Delhi through their URJA coordinators.

URJA releases a poster jointly with the Delhi State election Commission asking citizens to vote. The poster is spread across Delhi and Municipal voting percentages record an increase. The State election commission commends URJA in writing

August 2012- URJA takes up the matter of privatization of water in the Mehrauli and Saket area of Delhi and holds a series of meetings with the Jal board officials and residents and RWA of the area.

October 2012- The Federation of DWARKA RWAs invite URJA and seek support and help in the water woes being faced by the residents. URJA coordinators and members participate and take the matter to the DJB

Nov 2012. URJA organises a state council meeting at the Constitution club attended by 300 RWA. It is resolved to demand from all Mayors the implementation of the RWC scheme for proper dispensation of LAD funds and municipal efficiency and accountability at the ward level.

It is also resolved on Water- That further consultations with all RWA , Civil Society and experts should be carried out by the Govt transparently in public domain to ensure that public utilities should only be in the public- public partnerships and not public – private partnerships. Increased water bills should be treated as being paid under protest till such time as a C&AG audit of DJB is carried out.

Also resolved again on the power Sector- that C&AG audit of the DISCOMs be carried since inception, which is now recommended by DERC in 2010 & again in 2011 and approved by the than Delhi Cabinet on 27 December 2011 be carried out by the Comptroller & Auditor General of India, (in the absence of any clear step being taken by either the centre or the state Government).

Till such time as a CAG audit is not completed all payments made by consumers should be treated as that paid on protest and to be adjusted after the matter is decided

Resolved: That URJA will petition the C & AG also to this effect.

B) The Chief Information commissioner ordered the DISCOMs to be under the RTI act. The DISCOMs petitioned the Hon'ble High Court of Delhi and the CIC order was stayed as the Delhi Govt. failed in its duty to act as an honest respondent and instead was complicit in helping DISCOMs.

Resolved that: That URJA should file an intervening petition in this matter

Nov 2012 – URJA escalates the demand for effective continuation of the RWC scheme disrupted due to trifurcating of the MCD. Mayors of North & South Delhi face angry RWA from across the City demanding accountability after an URJA resolution

2013: URJA opposes Mohalla Sabha concept decrying it as a ploy to politicize the civil society space and make cadres out of citizens. RWA collect in protest and oppose attempts to disenfranchise the RWA

June 2013- URJA invites all state council members to open discussions on Roof Top Solar Policy in Delhi and to discuss the possibility and ramifications of the same. Experts from the Power Sector and Greenpeace make presentations on solar Potential for Delhi RWA

August 2013: URJA meets with the Former CEC and with the State election commissioner to begin work on holding elections for RWA under the aegis of the election commission. URJA writes to the three Municipal corporations to facilitate this process. Matter becomes a part of discussions with the Committee on the New Municipal act now headed by the SEC

URJA organises a pre state election meeting before the assembly polls. RWA resolve to make security a poll issue.

At the convention RWA raise demand for legislation on Resident Ward Committees - URJA committee set up to develop the RWC bill with Sh. K. Dharmarajan. I.A.S (Retd.)

URJA proposes holding of RWA elections under the watch of the State Election commission and writes to all Municipal corporations to ask for the SEC to oversee the process of elections

February 2014- RWA protest the idea of mohalla Sabha as a political cadre building exercise meant to dis-enfranchise the RWA. URJA takes up the matter with all political parties in their interest of Delhi's RWA. URJA mobilises RWA across the city to counter the politicisation of civil society space

April 2014- URJA partners with the Delhi Medical Association and New Delhi Municipal Corporation, and the Three Municipal corporations to run a campaign against mosquito breeding in Delhi.

June 2014- URJA is invited by the Centre for Science and Environment to take up and raise road safety issues through the RWA

URJA is invited to participate in the *Nadi Punarjivan Sammelan* organised by the Jal Jan Jodo Abhiyan towards water conservation and saving of rivers

The National Association of street Vendors (NASVI) invite URJA to discuss matters related to Vending Committees in the Municipal Corporation

July 2014- URJA members meet with the head of the performance Management division in the Cabinet Secretariat Govt of India to discuss the Results Framework document(RFD) initiated by the Govt to measure performance of various Departments

September 2014- URJA & DMA celebrate World Heart Day with a walk in morning at Raahgiri Connaught Place and a discussion in evening with eminent doctors & cardiologists of the capital at Maulana Azad Medical College.

URJA was invited by 350.org to participate in Peoples Climate March from Mandi House to *Jantar Mantar*

URJA & AARAMBH a NGO organise a panel discussion on Gender Inequality at SurTaal Talkatora Garden with eminent experts, senior politicians and stake holders

November 2014- URJA Senate Members participate in the 13th Urban Age conference on governing urban Futures and raise matters relating primarily to Urban Mobility, Traffic congestion and Public Transport

March 2015

URJA delegation meets the Deputy Chief Minister to demand enactment of a law pertaining specifically for the RWA and their empowerment

URJA calls for a state council meet where the Manifesto of the new party in power is scrutinised for taking up matters pertaining to delivery of services at the RWA level. State council Members ask URJA office bearers to take the matter to the Delhi dialogue commission.

URJA takes up the matter of non implementation of the legal metrology act of 2009 by the centre and state governments leading to faulty metering of services and lack of proper grievance redressal mechanisms for consumers

URJA meets with the officials in the ministry of consumer affairs

URJA takes up the DJB new metering issue with the manufacturer and installer of water meters and demands placing water meter complaint and resolution data in the Public domain. Installer agrees and the data for South Delhi is provided to URJA.

April 2015- The Vice chairperson of Jal board meets with URJA delegation. URJA demands the implementation of the legal Metrology Act in water meters. The Jal board agrees in principle to do so

April 2015- URJA initiates the process of taking urban mobility linked pollution matters to all RWA across the City. URJA coordinators from all 70 Constituencies at the URJA round Table at the India International centre interact with experts from the Centre for science and Environment. URJA coordinators resolve to draft a law for the RWA for consideration of the Delhi Assembly.

URJA declares intent to institute the URJA Awards for Excellence for all Delhi RWA to be. URJA subcommittee begins work on framing parameters

June 2015- The Delhi Development Authority (DDA) and URJA partner to hold consultations with RWA leadership in Dwarka for the Ambitious DDA cycle Sharing Project. Consultants from DDA make presentations to the RWA and take questions for clarifying several aspects of the scheme meant to promote clean and safe local mobility for Dwarka Residents