

MANUAL 1

PARTICULARS OF ORGANIZATION, FUNCTIONS

AND DUTIES [SECTION 4(1)(B)(I)]

- 1. Aims and objectives of the organization:** Horticulture Department of NDMC is responsible for creation and maintenance of parks and gardens, roundabouts, green areas on roadberms and tree plantation on available lands with the objective to improve environment and enhance green cover in NDMC area.
- 2. Mission/Vision:** To develop and maintain NDMC area as one of the most beautiful and green urban centres for living at par with the best in the international standards, so that best living environment can be provided to the citizens.
- 3. Brief history and background for its establishment:** The Horticulture Department began its work in April 1962 as a small unit under Civil Engineering Departmental. Initially, Section Officers were appointed to look after the green areas which was subsequently upgraded to the post of Superintendent of Gardens. The post of Dy. Director (Horticulture) was created with the upgradation of post of Superintendent of Gardens in 1976, who was working under the control of Engineering Department. Separate Department was created during 1982 with the creation of post of Two Director (Horticulture) looking after North & South. The works of the Department have increased with time and now the departments maintains about 1500 acres of green area within the limits of NDMC as well as CPWD colony parks, which include three large gardens, Central Vista, 53 roundabouts and around 82 NDMC residential parks, 50 school grounds, 120 Avenues and 40 Acres of Shanti Path.

There are three major gardens with the Horticulture Department. One of them is Lodi Garden with an area of 90 acres was inaugurated on 9th April, 1936. This garden has 4 monuments belonging to Lodi Period. This garden is most important for large number of plants and trees and rich bird and butterflies population. Nehru Park with an area of 75 acres was inaugurated on 14th November, 1968. It has 130 tree species and more than 105 species of shrubs. Talkatora Garden with an area of 48 acres was inaugurated on 22nd July, 1970. This garden has been developed in Mughal Style and has large number of beautiful trees. .

- 4. Organization Chart:** The Department is headed by the Two Director (Horticulture) who are the Head of the Department looking after North & South Zone. There are 06 horticulture divisions including two Horticulture Divisions in North and four Divisions in South Zone headed by Dy. Directors. Each Division is divided in to Sub-divisions, which are headed by an Assistant Directors. Further each Sub-division is divided into Sections headed by Section Officers.

Organization Chart at present:

Director (Hort.) North	Director (Hort.) South	Accounts /General Branch	Technical Wing
<ul style="list-style-type: none">• 2 Dy. Dir. (Hort.)• 1 Asstt. Dir. (Hort.)• 6 Section Officers (Hort.)<ul style="list-style-type: none">- Choudharies- Malies	<ul style="list-style-type: none">• 3 Dy. Dir. (Hort.)• 1 Asstt. Dir. (Hort.)• 7 Section Officers (Hort.)<ul style="list-style-type: none">- Choudharies- Malies	<ul style="list-style-type: none">• AO (H)• AAO(H)• Head Asstt.• Sr. Asstt.• Jr. Asstt.• Peon	<ul style="list-style-type: none">- Asstt. Engineer- Jr. Engineer- Head Draftsman

- 5. Allocation of business:** Each Additional Director/Dy. Director is incharge of his respective division

6. Duties to be performed to achieve the mission:

- Maintenance of parks and gardens of NDMC and landscaping/ beautification of area.
- Planting of ornamental trees/shrubs and seasonal flowering plants in parks, gardens, roundabouts etc.
- Floral Decoration of routes of national/international events in NDMC area, participation in Flower Shows, NDMC functions etc.
- Maintenance of roundabouts, green strips along with road side.
- Replacement of dead/dying trees.
- Removal of horticulture waste.
- Removal of fallen trees.
- Pruning of trees.
- Booking of certain parks/gardens for social functions.
- Tree plantation on the available land.

7. Details of services rendered: Provides parks and gardens, roundabouts, green strips, booking of parks/gardens for social functions and removal of fallen trees, removal of horticulture garbage.

8. Citizens' interaction: Generally large number of people daily visits Parks and Gardens. Meeting with RWA for better management of parks in residential area. Entertain the request of the citizens for booking of parks/gardens and complaints regarding removal of fallen tree, removal of horticulture garbage or pruning of trees.

9. Postal address of the main office, attached/subordinate office/field units etc.:

Office of the Director (Hort.)-South, Room No. 1301-02, 13th Floor Palika Kendra, Sansad Marg, New Delhi-1

Office of the Director (Hort.)-North, Room No. 6011, '6th Floor, Palika Kendra, Sansad Marg, New Delhi-1

10. Map of office location: Palika Kendra, Sansad Marg, New Delhi-110 001 as shown in the NDMC Map.

11.A. Working hours for office: 09:00 AM to 05:30 PM

B. Visiting hours for Public: 03:00 PM to 05:00 PM.

12.Public interaction, if any: Generally large number of people daily visits Parks and Gardens. Meeting with RWA for better management of parks in residential area. Entertain the request of the citizens for booking of parks/gardens and complaints regarding removal of fallen tree, removal of horticulture garbage or pruning of trees.

13.Grievance redresses mechanism:

- A person having any complaint/grievance regarding horticulture activity can file his complaint with the Director (Horticulture)/ Dy. Director concerned either telephonically or in writing.
- The complaints received in department are referred to concerned officer of particular division/area for attending the same.
- In case the complaint is related with felling/removal/pruning of tree, action is taken as per provisions of Delhi Tree Preservation Act, 1994 for obtaining permission of competent authority.
- Complainant is informed about the action taken in this regard.