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BANGALORE MAHANAGARA PALIKE



HORTICULTURE SERVICES GUIDE

**N.R. Square
Bangalore
560002**

*Implemented jointly by
Bangalore Mahanagara Palike and Rejuvenate India Movement*

Contents

**ABOUT BMP's HORTICULTURE
Services...1**

**A. Accessing the Horticulture
Services...1**

1. Greening of your neighbourhood...1
2. Adopt- A -Park...1
3. Request for saplings...1
4. Request for felling a tree...1
5. Delay in tree planting...2
6. Delay in 'Adopt-A-Park' process...2
7. Delay in tree felling...2
8. Poor Maintenance of Parks...2
9. Park Encroachment...2
10. Complaints about BMP Nurseries...2

B. Grievance redressal...2



BANGALORE MAHANAGARA PALIKE

HORTICULTURE SERVICES GUIDE

ABOUT BMP'S HORTICULTURE SERVICES

The Horticulture Department is responsible for the development and maintenance of the parks in the hundred BMP wards as well as the greening of the roadsides, medians, traffic circle and boulevards. The Horticulture Department is headed by the Deputy Commissioner Development -2 (DC Dev-2). The three Zonal Deputy Commissioners (Zonal DC) (one for each zone) head the horticulture department functions in their respective zones. Under each Zonal Deputy Commissioner there is an Assistant Executive Engineer (AEE) and a Horticulture Superintendent.

The Horticulture Department maintains 435 large and small parks and around 200 open spaces. The open spaces are being developed in a phased manner. In the year 2000, the BMP introduced an "Adopt-A-Park" scheme to encourage private and community partnership in maintaining the parks. The "Adopt-A-Park" scheme is open to corporate bodies, educational institutions, clubs, resident welfare associations.

A. ACCESSING THE HORTICULTURE SERVICES

The table below lists the services offered along with process information and timings and contact information. The latest contact addresses and telephone numbers of the Horticulture Department are also listed in the Publication, P-501, which can be accessed from the BMP web-site or a kiosk.

| Service/Grievance | Application Process/ Steps | Time Complete to | Office Timings, Contact Addresses and Numbers |
|---|--|------------------|--|
| 1. Greening of your neighbourhood To get trees planted on your streets/roads. | Contact Horticulture Superintendent at the Zonal DC's Office of your zone. You may also contact the Deputy Commissioner Development-2 at the Head Office. | 30 days | Office Timings Monday to Saturday 10.00 a.m. to 5.30 p.m. (Except Second Saturday and General Holidays) |
| 2. Adopt- A -Park | The "Adopt-A-Park" scheme is open to corporate bodies, educational institutions, clubs and resident welfare associations. To adopt a park, please write an application letter addressed to the concerned Zonal DC or Deputy Commissioner-Development(2). The application letter should give the details of the park to be developed or to be maintained and also mention the duration. The application letter should be submitted on the letter-head of your company, association. The normal duration for maintenance is 3 years. BMP will issue an Adoption Certificate for the 3-year term. | 15 - 20 days | Contact Addresses and Numbers Head Office Address: BMP Main Office NR Square, Bangalore -2 Deputy Commissioner Development (2) Tel: 2233754 East Zone Office Address: Residency Road, Next to Mayo Hall, Bangalore -1. Zonal Deputy Commissioner (East) Tel: 5582247 Horticultural Superintendent (East) Tel: 5327027 West Zone Office Address: Next to Bhashyam Park, Malleswaram, Sheshadripuram P.O., Bangalore-20 |
| 3. Request for saplings | Approach any of the BMP nurseries in your zone. BMP has 12 small nurseries located in the 3 zones and one large nursery at Bommanahalli. | | |
| 4. Request for felling a tree (after obtaining NOC from forest dept.) | Obtain NOC from the Forest Department. Then contact the Horticulture Superintendent at the Zonal DC's Office. | 10 to 20 days | Zonal Deputy Commissioner (West) Tel: 3361704 Horticultural Superintendent (West) Tel: 3369183 |



BANGALORE MAHANAGARA PALIKE

HORTICULTURE SERVICES GUIDE

| Service/Grievance | Application Process/ Steps | Time to Complete | Office Timings, Contact Addresses and Numbers |
|---|---|--|---|
| 5. Delay in tree planting on streets/roads or an incomplete process | Contact the Central Office of the DC Dev -2, or the concerned Zonal DC's office. | Compliance report expected in 3 days. | South Zone Office Address: Jayanagar 2nd Block, Bangalore. Zonal Deputy Commissioner (South) Tel: 6566365 Horticultural Superintendent (South) Tel: 6566366 |
| 6. Delay in 'Adopt-A-Park' process or an incomplete process | Contact the DC Dev-2 at the central office or the concerned Zonal DC's office. Instruction will be sent for immediate action and to report compliance within 3 days. | Compliance report in 3 days Process to be completed 10 -15 days | |
| 7. Delay in tree felling or an incomplete process | Contact the concerned Zonal DC's office or the DC Dev-2 office Instruction will be sent for immediate action and to report compliance within 3 days. | Compliance report in 3 days. Process to be completed within 10 days | |
| 8. Poor Maintenance of Parks Park not cleaned properly Playing facilities not maintained Plants not watered regularly Pets causing nuisance in parks | Contact the DC Dev-2's office or the concerned Zonal Deputy Commissioner's office. Instruction will be sent for immediate action and to report compliance within 3 days. | Within 10 days | |
| 9. Park Encroachment | Contact the Zonal Deputy Commissioner's office or Horticulture Superintendent | | |
| 10. Complaints about BMP Nurseries | Contact the Zonal Deputy Commissioner or the Horticulture Superintendent | | |

B. GRIEVANCE REDRESSAL

- ❖ If a citizen is dissatisfied with the maintenance of the parks, or any of the services provided by the Horticulture department, he/she can contact the Horticulture Superintendent of the concerned zone
- ❖ If the complaint has not been redressed satisfactorily, contact the Zonal Deputy Commissioner of the concerned zone
- ❖ If the complaint has not been redressed satisfactorily, contact the Deputy Commissioner Development(2).

(Note: Use column 4 of Table in Section A for contact telephone numbers)