

ANNEX:**1****TERMS OF REFERENCE AND SCOPE OF SERVICES**

[Refer Clause 1 (i)]

This ToR describes the scope of the task to be undertaken and modalities to be adopted by the engaged consultant in preparation of the City Development Plan (CDP) for the city of Lucknow in support of the city's participation in the Jawaharlal Nehru National Urban Renewal Mission (JNNURM). The CDPs will be the first steps in developing a tri-partite Memorandum of Agreement as required by the JNNURM*, which will be a precursor to approval of any project-specific funding proposals.

1. Background

The JNNURM aims to provide an incentive to large urban areas to undertake institutional, structural and fiscal changes necessary for improved service delivery systems that are suitable, address poverty and enhance local economic performance. While the Mission requires several mandatory state and city-level reforms, and purposes a range of optional reforms, success depends ultimately on city and state government achieving the following outcomes:

- ◆ Modern, transparent budgeting, accounting, financial management systems designed and adopted for all urban services and governance functions;
- ◆ City-wide framework for planning and governance established and operational;
- ◆ All urban residents obtain access to a basic level of urban services;
- ◆ Financially self-sustaining agencies for urban governance and service delivery established, through reforms to major revenue instruments;
- ◆ Development of a well-functioning, efficient and equitable urban land market;
- ◆ Local services and governance conducted in a manner that is transparent and accountable to citizens;
- ◆ E-governance applications introduced in core functions of ULBs resulting in reduced cost and time of service delivery processes.

This approach to central funding of city restructuring is new and innovative, and will require significant institutional reform² at both state and urban local government levels. The City Development Plan (and associated rapid assessment) jointly provide the starting point for this process. It will be important, however, to ensure that the CDP does not duplicate unnecessarily and that the consultants consider – in close consultation with the Lucknow Municipal corporation all existing planning and strategic documents that may be relevant to the CDP.

2. Objectives of this Assignment

The City Development Plan provides the starting point for the reform by laying the basis for identifying core city challenges, indicate the readiness of cities and states to reform, and will suggest mechanisms through which the process with the implementation of urban reforms might

Modify in order to reflect the output required, as described in Annex C

* There will be one contract for the city assessment and CDP jointly, but proceeding with the latter will be subject to approval of the Assessment by the relevant authorities. It will also not preclude firms from later work in other cities under the JNNURM, or from being involved in training based on the initial work, but such contracting will remain the prerogative of the relevant authorities, and will be subject to normal procurement rules and requirements.

² For the purpose of this ToR, 'institutional reform' entails one of or a combination of various elements: policy and regulatory reform; changes to the relationships between different levels of government and between state and local government agencies and the broader public, as well as non-state project partners; organizational restructuring; and capacity building.

be monitories and evaluated. All these aspects will be vital in developing specific JNNURM funding proposals for submission to the MoUD.

3. Scope of Work

The consultants shall propose a methodology for the assignment that provides for:

- ◆ An inception report at the formal initiation of the project, following initial consultation with relevant city, state and central level authorities and other stakeholders, and with specific consideration of existing planning documents of the city of Lucknow;
- ◆ Desktop research using existing material on urban management and service delivery issues, with specific consideration of existing planning documents of the city of Lucknow and of the rapid assessment report completed in 2005;
- ◆ Identification of and extensive interaction with local partners at a strategic level, provided that these partners are not limited to a single agency;
- ◆ The finalization of the assessment report in regular consultation with the relevant government agencies at city, state and central levels;
- ◆ The development of a CDP in consultation with city and state stakeholders, and its finalization in consultation with relevant government agencies at city and state level to include the following:
 - City-specific outcomes that correspond to the JNNURM outcomes and outputs, but applied to the city (See indicative Illustrations 1 and 4, and Section 5 (C2));
 - A plan for strategic action, with a roadmap and prioritisation of programmes and projects;
 - A resource mobilization and application plan, cleared with the key financial decision makers at city level, and ready for use in the city budgeting process;
 - Clear timeframes and provisional outcome-based benchmarks for implementation of the strategy.
- ◆ To fulfil the consultation requirement in preparing the CDP, the consultant would be expected to develop at first and then work to a systematic plan for ensuring the participation of key stakeholders in the development of a CDP. At a minimum, the following aspects could be expected to form part of such a plan:
 - ◆ Compliance with normal conditions for public disclosure – and it should be noted that new GoI legislation is intended to improve this in the near future;
 - ◆ Appropriate consultative meetings and workshops at critical stages of the process to obtain assessment and broad direction of the CDP;
 - ◆ Regular interaction with the management of the ULB and other relevant urban bodies throughout the planning process.

It is not anticipated that significant primary data collection will be required. The proposal should also clearly identify the anticipated involvement of officials in the assessment process.

4. Timeframes

It is anticipated that the CDP preparation will take two months, with the bulk of time spent in the city.

5. Scope of Submissions in Response to this RFP

Proposals should comply with normal WSP requirements for offers for consulting services, and proposals submitted should include detailed information on:

- ◆ Cost data;
- ◆ The methodology for CDP preparation;
- ◆ The substantive focus on the CDP;
- ◆ The timeframes for the mobilization and deployment of the consulting team, and for the finalization of the CDP;
- ◆ To consortium e/ firm, including the team to be deployed (with abbreviated CVs of team members) and a discussion of their collective strengths, weaknesses, suitability and experience relative to the task. A list of references of appointments of a similar nature undertaken should also be provided. It should be noted that team members may not be changed without approval from the task manager;
- ◆ The full cost of the CDP preparation, including a breakdown of the cost per city, the hourly tariff inclusive for services rendered and, insofar as is possible, a comprehensive budget, showing the service activities proposed, with charge-out rates and budgeted hours per activity, detailing all assumptions made in arriving at a proposed budget, including all costs factors such as travelling and incidental expenditure.

6. Deliverables

There are four typical sets of deliverables, likely to vary according to the specific conditions in each city or town:

- ◆ Inception report outlining the approach to CDP preparation, of not more than 5 pages plus annexures. This should identify specific data requirements and outline the approach to ensure community consultation at various stages of the planning process;
- ◆ Two early draft reports and presentations at workshops to be held at dates to be determined by the task manager, followed by a final report to be presented at a workshop to be held at a date determined by the task manager;
- ◆ A comprehensive CDP of on less than 15,000 words, supported by the necessary benchmarking and other relevant guidelines, and containing an executive summary and annexures;
- ◆ Agree-upon instruments for public participation and consultation;
- ◆ Reports and drawings must also be submitted in Microsoft or compatible electronic format in two sets of CD and on DVD.

7. Reporting

The consultant will report to Mr. Anup Wadhawan, who will be the Task Manager for this assignment, in consultation with the nodal city official in Lucknow, indicated by city authorities.

ANNEX:

2

DETAILED CONSULTATIONS AND OUTCOMES

Consultation Activity and Date	Main Purpose of Consultation	Key Participants
Introductory Meeting 28 April 2006	To familiarise the participants with the various features of JNNURM and explain the purpose, approach and expected outcomes of CDP formulation and to firm up the CDP formulation process	Officials of concerned government departments and other agencies (number of participants: about 50)
Workshop for Working Groups on Key Issues 15 May 2006	<ul style="list-style-type: none"> • To discuss the structure of the Inception Report, identify data sources, generate ownership of the CDP and elicit views of the stakeholders on key issues related to urban infrastructure development in Lucknow. • Working Groups constituted to discuss key issues in the following areas: <ul style="list-style-type: none"> - Institutional and governance - Infrastructure and services - Access of urban poor to basic services - Conservation and environment - Finance and resource mobilisation • To identify priority areas for infrastructure development 	Officials of concerned government departments and other agencies, and representatives of select NGOs, RWAs, and civil society (number of participants: about 60)
Individual consultations with government departments and agencies 31 May, 1 and 2 June	To discuss the functions, institutional structures and roles of the departments/agencies in the provision of infrastructure and services in Lucknow City as well as their strengths, weaknesses, opportunities and threats and collect information on their proposals to augment the infrastructure in the City	Officials Lucknow Nagar Nigam and other concerned government departments and para-statal agencies (Number of officers interviewed: about 35)
Group consultations for issues concerned with Sub-Mission II of JNNURM 31 May	To identify issues related with providing basic services to the urban poor particularly in slums in the City, gaps in the service provisions	Representatives of NGOs working with poor communities and select RWAs as well as civil society leaders, and officials of SUDA and DUDA (Number of participants: about 55)

Consultation Activity and Date	Main Purpose of Consultation	Key Participants
Group consultation on vision and rapid assessment with government and other stakeholders 13 June	<ul style="list-style-type: none"> To present preliminary Rapid City Assessment of Lucknow and the SWOT analysis of the institutions concerned with the provision of infrastructure and services in the city. To developing a Vision for the city and set up the goals under the Sectoral and Reforms agenda, and To develop alternative strategies and programmes for bridging the gap between where the city is and where it wishes to go 	Officials of Government of UP and all the stakeholder departments/agencies of Lucknow City, representatives of NGOs, RWAs, Industry, Chamber of Commerce, civil society, former Mayor, prominent citizens (Number of participants: about 70)
Consultations with the Lucknow Nagar Nigam 14 June	To discuss the issues associated with implementation of the provisions of the Constitution 74 th Amendment, revenue generation, and property tax assessment	Municipal Commissioner, Additional Commissioners and other officials of LNN (number of officials: 15)
Group Consultation in a State Level inter-departmental meeting of Government of UP 21 June	To present the Rapid City Assessment, City Vision and sectoral vision and strategies along with all other consultancy organisations engaged for formulating CDP of 7 cities selected under JNNURM and elicit suggestions from the participants about Sectoral Programmes	Senior most officers of all the departments of Government of UP (Number of participants: about 40)
Group consultation with Business leaders on their vision of the City and strategies to achieve the vision 21 June	The meeting organised at the initiative of Lucknow Management Association was focused on developing Vision 2020 for Lucknow City	Senior officials of Government of UP, business leaders and eminent citizens (Number of participants: about 45)
Group Consultation with elected representatives, media, private builders 22 June	To present the progress of the CDP formulation and elicit views of the participants on priority sectors and strategies for developing sustainable projects	Three Members of the Legislative Assembly of UP representing Lucknow, prominent builders, representatives of select NGOs and media (Number of participants: about 70)
Eight Group Consultations with Slum Dwellers and residents of Urban Villages	To obtain views of the urban poor about their vision about Lucknow, their access to basic services, housing requirements, tenure rights, considerations in relocation, user charges and their participation in O&M, and the community participation and	Slum dwellers, women's groups, and representatives of specific groups of workers (such as rickshaw pullers, construction workers, domestic servants, rag-

Consultation Activity and Date	Main Purpose of Consultation	Key Participants
21 - 23 June	public disclosure laws	pickers, street vendors) from slums/urban villages selected with the help of NGOs working with urban poor communities (Number of participants in 8 group consultations: About 320)

ANNEX:

3

LIST OF STAKEHOLDERS

Lucknow Jal Sansthan
U.P. State Road Transport Corporation
Lucknow Corporation Transport service
Public Works Department
Regional Centre for Urban and Environmental Study
Lucknow Development Authority
Gomti Pollution Control Board
Water and Sanitation Programme
State Urban Development Authority
Town and County Planning Office
Bridge Corporation
Irrigation Department
Housing Board
North Eastern Railway
Directorate of Environment U.P.Government
Media (Times of India, Punjab Kesari etc.)
District Urban Development Authority
Niral Nagar Welfare Association
Long Residential Welfare Association
Shrinagar Nagar C-operative Society
Pichhra Aviam Seva Samiti
Muskan Joyti
EXNORA
Sadbhawana Housing Society
SEWA
SPARC
Centre for Environment and Health
Uttar Pradesh Voluntary Health Association (UPVHA)

ANNEX:
4
DETAILED STAKEHOLDERS CONSULTATIONS

The key points emerging from the Working Group discussions at the First Consultative Workshop are summarized in the tables below. Working Groups were constituted to discuss the following areas:

- Governance and institutional development
- Infrastructure and services
- Conservation
- Finance and resource mobilisation

1. Governance and Institutional Development

Constitution 74th Amendment and other reforms	Organizational structure	Service provider arrangements
<ul style="list-style-type: none"> - The Amendment should be fully and truly implemented; - Functions devolved to elected municipal body should include water supply, sanitation, cleanliness, pollution, power, health, education and transport; - The act governing the working of local authorities should be consolidated into one act with separate sections for different services - Legislative powers for implementing different provisions of the act should be with the local representative with executive powers being vested in the executive body 	<ul style="list-style-type: none"> - The elected representative and nominated representative to that body should be accountable for administration and monitoring, resources of the local bodies should be at the disposal of authorities responsible for execution of functions relating to local government; - The roles, responsibilities and accountability of each and every executive head must be clearly defined and interference with the local representative must be minimised. 	<ul style="list-style-type: none"> - There should be a manual defining the functions of each executive and subordinate staff in different sections; - All the elected and nominated members should be responsible for the collection of dues for local governance - The following areas require coordination across departments for effective solutions: encroachments, pollution, cleanliness, street lighting, building regulations, transportation

2. Infrastructure and Services

Water Supply & Sewerage	Solid Waste Management	Traffic & Transport	Urban Poor	Sustainable Development
<ul style="list-style-type: none"> - Present Supply and demand is 470 mld/day with population of 28 lakhs - Future demand would be 792 mld/day by 2021. - Low lpcd due to: inequity in distribution, malfunctioning of 	<ul style="list-style-type: none"> - Proposal for decentralized system for 0% garbage - Make small clusters of 15000 to 20000 houses catering to a population of 1 to 1.25 lakhs for handling garbage disposal 	<ul style="list-style-type: none"> - Involvement of private sector - Presently 104 buses are running. - It is planned to increase to 500 by 2015 	<ul style="list-style-type: none"> - Provide service to poor: lighting, water supply & solid waste management - Rehabilitation should not be far from the working place - There should not be multi-storied buildings - There should be 	<ul style="list-style-type: none"> - Development should focus on maintenance - Rationalisation of tariff

Water Supply & Sewerage	Solid Waste Management	Traffic & Transport	Urban Poor	Sustainable Development
regulatory values, old pipelines and encroachments - Non revenue water 40 – 45% Leakage – 30% UFW – 15% - 30% coverage of sewerage - Sewerage generation present 32 mld/day, in 2021 – 720-mld/ day.	- On the basis of above, 30 such centres will be required for the city - One such centre needs 700 sq.m. for collection and disposal		arrangement of cheaper night shelters houses for the poor - No sewerage and disposal point in housing area.	

3. Finances and Resource Mobilization

Existing Sources of Finance	Financial Constraints	Improving Financial Management	Private sector involvement
- House tax - Advertisement fee and Taxes - Licences fee - Registration fee (under different by laws) - Stamp Duty - Sale of land - Parking Charges - Allotment charges - Show Tax - Water charges - Sewer charges	Political interference Resistance to adopting new policies Lack of interest among staff	Data improvement through systematic survey of properties and upgrading of records, such as 100% registration of all hospitals and nursing homes Finance enhancements though increase the availability of funds, increasing rates and tariff and revision of tariff at regular intervals, increase of PFA and Nagar Nigam By Laws and licence fees, and beneficiaries coming forward to finance new projects Governance improvements through: Regular meetings with local people; State level regulatory authority should be constituted for revision of tariff and roles Institutional reforms: training of staff, unplanned area should be demolished on identified norms; strict execution of rules; finance based area development (so that people from area develop their interest); Public - Private partnership; recommendations of the State Finance Commission strictly followed and efficiency time frame and responsive administration ensured	Regarding maintenance of parks Development of private colonies Operation of tube wells be vested with the local committee Collection of revenue from beneficiaries with a portion being passed on to them for investment Common facilities for solid waste management Place must be designated for vendors The master plan must be discussed before finalisation The execution of rules and laws should be simplified

4. Conservation and Environment

Heritage and its conservation	Environment impact of lack of services to poor	Improving the environment
<ul style="list-style-type: none"> - Lucknow is a city of rich heritage, historical monuments and gardens - The area around Heritage buildings should be controlled for development as per the norms laid down by ASI Government of India. These norms should be strictly followed - Encroachment should not be allowed around historical monuments - Gomti River has been boon for Lucknow for centuries and its sanctity must be maintained 	<ul style="list-style-type: none"> - Basic amenities and services in areas inhabited by the poor are highly inadequate which leads to illegal connection of electricity, open drain and illegal tapping of waterlines - These pockets become breeding grounds of pollution and causing health hazard to urban environment. - Therefore, urban poor colonies should be well planned - There should be proper provision of basic amenities and strict control of encroachment and illegal construction 	<ul style="list-style-type: none"> - This should not be any kind of waste dumping in ponds and lakes - Disposal of waste should be taken care of properly - Segregation of waste be made mandatory - Use of poly packs should be restricted to improve the environment - Development of green belts around the housing colonies and maintenance of existing parks in colonies should be mandatory

The Workshop also initiated the Visioning process. All participants were asked to identify three things they liked about their city, three things they disliked and three things that they wished to change as decision makers and influencers. While the majority of respondents liked and wanted to preserve the culture and attitude of the city, they disliked the pockets of inequity in terms of availability of services and development, the inadequacy of sewerage and drainage and the rising pollution levels of the River Gomti. The absence of systematic solid waste management, rising encroachments and lack of effective public transport were other areas for concern. In terms of areas for intervention, the majority of participants identified the need for better water supply, public transport, improved solid waste management and removal of encroachment.

ANNEX:
5
YIELD OF TUBE WELLS

Sl. No.	Location of TW	Lowering Depth (M)	Depression	Year	SWL(M)	Original Discharge LPM	Measured Discharge 2004
1	Adarsh Nagar	140.84	8.53	1972	8.53	1590	450
2	Adarsh NaQar	313.77	6.5	2002	31	1200	1000
3	Aliganj sector-G	94.78	8.8	1987	7.6	1000	400
4	Aliganj sector-G,IIR '	103.53	6.2	1987	7.3	1000	800
5	AliQanj sector-I REBORE	111.73	4.7	1998	20.1	1000	800
6	Aligani sector-M	109.76	5.49	1996	19.51	1000	600
7	Aliganj sector-N2	141.81	4.26	1997	13.71	1300	600
8	Aliganj TW NO -8 LOA	114.4	7.31	1984	10.06	122p	800
9	AliQani sector-K	111.33	4.27	1997	15.54	1000	600
10	Aliganj sector-Q	111.00	5.48	1997	13.71	1000	800
11	Aminabad	103.29	6.5	1973	7.31	1150	300
12	Aminabad Inter College	136.38	5.0	1997	21.34	1000	500
13	Aminabad Hanuman Mandir	343.19	6.4	2002	28.96	1200	1200
14	Anand Nagar	102.85	2.7	1986	16.2	500	300
15	Anand Nagar	306.00	7.92	1998	24.4	2000	1000
16	Ashok MarQ	109.88	3.5	1974	4.78	1358	500
17	Ashok Marg	110.30	4.2	1974	4.78	1450	1200
18	Arya nagar	83.01	4.0	1982	11.58	700	
19	Arya nagar	82.50	6.09	1982	11.58	700	
20	Arya naQar	146.25	5.48	2000	26.82	1200	
21	Azad NagarTW-1I	115.95	10.67	1985	10.67	1200	800
22	Azad NaQar REBORE	147.57	4.57	2000	26.82	1500	1000
23	Azad Nagar DEEP TW	316.90	4.5	2003	4.5	1500	800
24	Balrampur Hospital	129.81	3.65	1983	3.65	700	
25	Balrampur Hospital	120.48	4.26	1989	4.26	700	
26	Balrampur Hospital	141.50	7.00	2002	7.00	1000	
27	Butlar Palace	129.85	9.50	1978	9.5	1600	
28	Butlar Palace	337.43	6.4	1999	19.2	2000	
29	Butlar Palace	131.97	5.8	2000	15.6	1562	
30	Butlar Palace	319.70	7.98	2002	25.91	1200	
31	Chandar Nagar TW no -4	311.08	11.8	1999	28.5	1600	1200

Annexures

Sl. No.	Location of TW	Lowering Depth (M)	Depression	Year	SWL(M)	Original Discharge LPM	Measured Discharge 2004
32	Chandar Nagar TW no -5	331.48	7.9	1999	25.65	2000	1000.
33	Chandar Nagar TW no -1 RE	325.93	5.18	2000	29.00	2000	1200
34	Chandar Nagar TW no -6 RE	329.92	4.4	2001	31.3	1600	1000
35	DaliQani	82.40	11.58	1978	6.09	1152	
36	Daliganj TW no -3 Nai Basti	129.21	6.00	1985	6.7	1200	
37	Daliganj Ward-1	119.08	4.87	1984	4.87	1000	
38	DaliQani MalQodam	161.59	4.5	1997	16.00	1000	
39	Darulshafa TW NO -2	120.49	17.37	1995	21.95	1000	
40	Darulshafa TW NO -3	334.19	8.54	2000	29.88	1135	
41	Diamond Dairy	101.64		1979	7.01	1832	1200
42	Diamond Dairy	128.68	7.01	1996	22.86	800	
43	Diamond Dairy REBORE	292.76	4.8	2003	33.23	1154	
44	GaneshQani	102.22	1.98	1989	16.00	900	
45	Ganeshganj	105.47	5.48	1992	22.8e	700	
46	GolaQani	12Q.33	7.01	1979	9.75	2427	
47	Golaganj	103.09	8.45	1992	17.98	1MO	
48	GolaQani	122.63	6.1	1998	19.2	1345	
49	HAL TW NO -3	128.08	2.1	1978	3.5	2100	
50	HAL TW NO -4	123.32	3.04	1984	10.67	1000	
51	HAL TW NO -8	131.86	4.87	1995	19.51	1000	
52	HAL TW NO -4	320.66	5.49	2003	22.86	1793	
53	Honor school	118.48	5.9	1997	16.76	700	490
54	Indira NaQar TW NO 15	94.01	4.0	1995	20.15	1000	
55	Indira Nagar TW NO 11	125.64	5.5	1997	18.9	1000	
56	Indira NaQar TW NO 44	137.50	4.57	2001	16.16	1500	1000
57	Industrial State, Rajajipuram	118.55	3.35	1996	21.95	1000	300
58	Khadra no -1	109.78	10.97	1978	5.67	2125	
59	Khadra no -2	109A2	4.87	1994	18.29	1000	
60	KhurramNaQar	319.74	5.1	1999	18.2	2000	
61	Khursheed Park	87.10	8.5	1975	11.89	850	500
62	Lal Bagh	87.22	5.48	1963	6.7	1355	500
63	LalBaQh	114.95	5.18	1987	14.63	1084	
64	Loreto cnvent	110.06	8.54	1978	8.54	2290	900
65	Loreto cnvent REBORE	136.34	4.27	2000	.28.65	1345	

Annexures

Sl. No.	Location of TW	Lowering Depth (M)	Depression	Year	SWL(M)	Original Discharge LPM	Measured Discharge 2004
66	Lumbeshwar Mandir	131.15	10.06	1997	6.09	1832	
67	Lumbeshwar Park	132.01	4.87	1994	4.87	1000.	600
68	Mehndi Khera	101.55	4.0	1984	10.97	1500	600
69	Model House	132.34	6.7	1978	10.06	1600	1100
70	Modern Vocational College Modern Vocational Sar(1ar	105.15	5.79	1985	10.36	1900	700
71	Vihar Alambagh	146.95	4.9	2000	25.91	1400	8PO
72	Nazar Bagh Lucknow i	151.82	7.62	1972	9.14	1600	500
73	Nazar Bagh Lucknow	312.51	6.46	2002	30A8	1550	
74	Rajajipuram B-Block TW-16	102.84	5.48	1990	12.65	800	600
75	Raiaipuram F-Block TW-9	140.70	4.81	1998	18.9	1300	900
76	Rajajipuram E-Block TW-4.	148.48	3.96	2000	22.25	1350	900
77	RaiaipuramSector-F	152.05	5.00	2001	23.78	1800	700
78	Raiaipuram TW-1	116.59	5.7	1'987	12.2	1200	600
79	Raiaipuram TW-15	148.11	4.57	2001	23.47	1000	900
80	Raiaipuram TW-2	120.05	3.1	1987	10.9	1000	800
81	Rajajipuram TW-8	138.12	4.73	2000	25.6	1563	900
82	Rajajipuram TW-14	1 31.46	3.96	1996	22.06	1000	400

ANNEX:

6

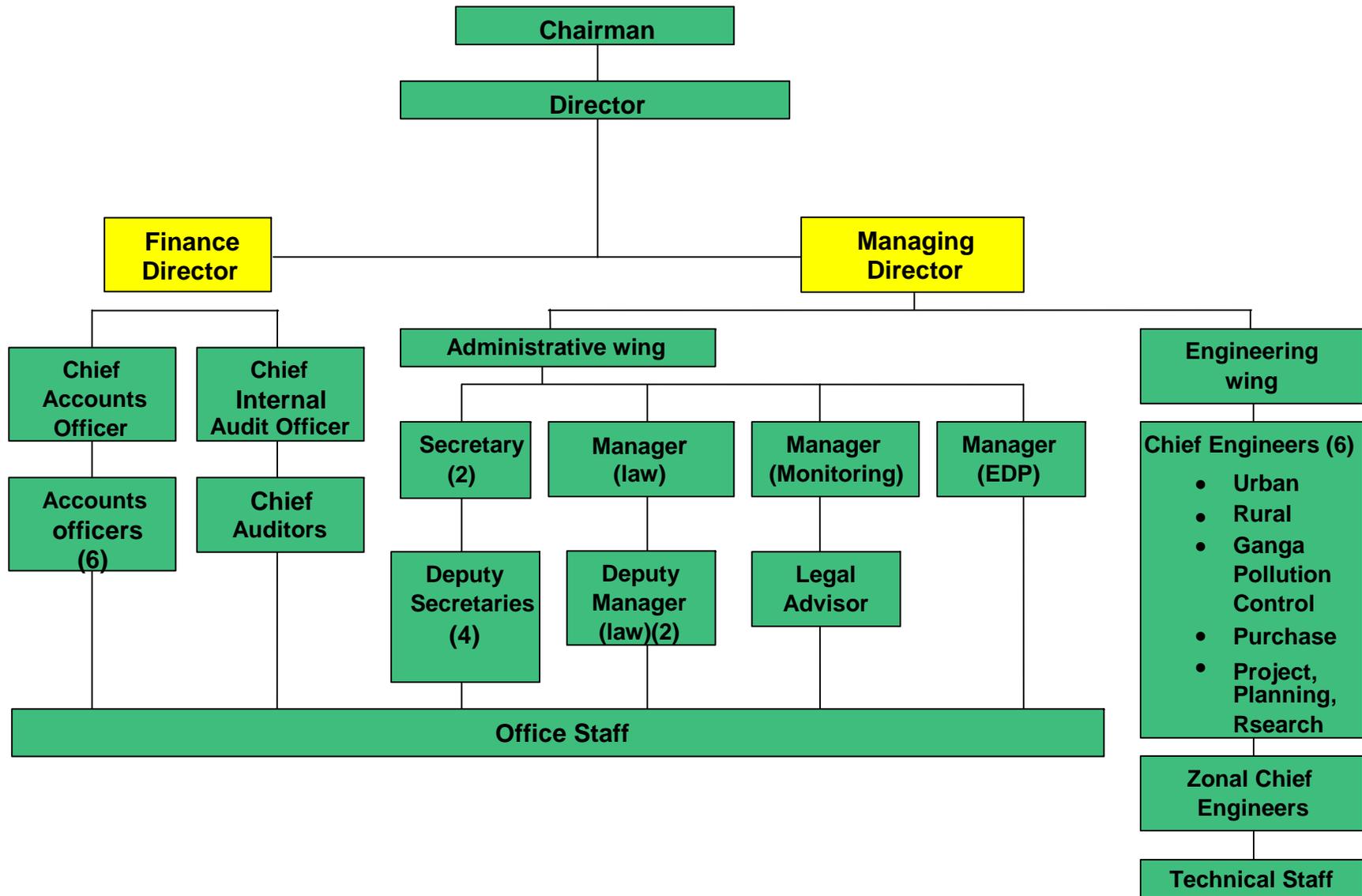
INSTITUTIONAL ARRANGEMENTS

6.1 Functions of Lucknow Nagar Nigam

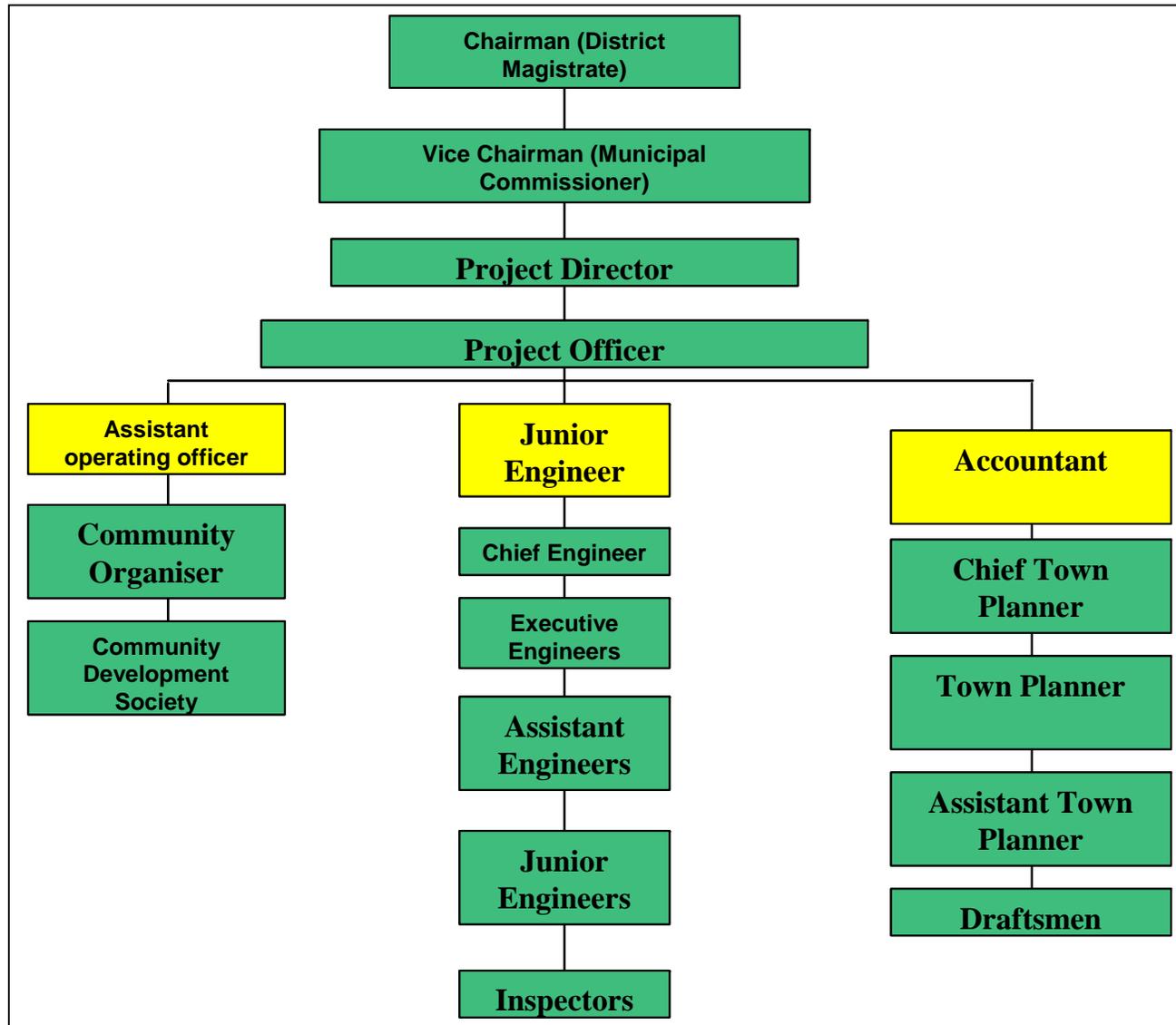
Department	Activities
Public Health Department	Cleaning of Roads and Sewerage lines
	Maintenance of public toilets
	Cremation of dead animals
	Registration and issue of death- birth certificate
	Public health and related works
	Restriction on sells of unhygienic food and water
	Identification and management of crematorium
	Restriction of activities harming public health
	Issue of license
Street lighting	Management for prevention of the epidemic.
	Repairing of lighting points
	Set –up of new lighting points
	Establishment of new street lighting
	Set-up new poles and connections
	Establishment and repairing of traffic signals
Solid Waste Management Department	Arrangement of light on public places and festival
	Removal of solid wastes
	Management and disposal of solid waste
	Cleanness of Storage and collection points
Taxes and fees	Other related work with solid waste
	Tax decision and collection
	Removal of encroachment
	Information about taxes and fees
	Tax collection from rickshaws and horse carts
	To change name
	Under ground shopping complex and parking
Roads	Transfer of property
	Construction and repair of road and street
	Patches repairing
	Construction and repair of park
	Supervision of roads

Department	Activities
	Other types of construction, repair and supervision
	Permission of road cutting
Animal Health Department	Cattle Catching
	Dog catching
	Cremation of dead cows and buffalos
	Related to slaughterhouse
	Complain related to fish and meat
	Related to milking animal
	Medical facility to animals
	To issue the license for pet dogs
Adverting Department	Regulation and tax collection on poster& banners and other advertisement
	Tax collection on different advertisement in newspapers
	Tax collection from cinema halls
	Regulation for use of sound making instrument for advertising
Property Department	Accounting of land and property of Municipal Corporation
	Accounting of non-profit making property
	Property evaluation
	Detail of encroached property
	NOC certificate
Rent Department	Collection of rent
	Action on complains of renter
	Action for deposition of rent on time
Park Department	Maintenances of parks
	Protections of green tree on public places
	Removals of dangerous and dry tree
Water Supply and Sewerage	Water supply for commercial and industrial activities and domestic parks
	Water tax collection
	Water supply through public stand post
	Operation and maintenance of water supply department

6.2 Organogram of UP Jal Nigam



6.3 Organogram of Lucknow Development Authority



6.4 Organogram of UP AVP

