

2. HELP DESK AND SUPPORT NETWORK - RAINWATER HARVESTING, GROUND WATER RECHARGE AND WATER MANAGEMENT PROGRAMME FOR BANGALORE CITY

Principal Investigator : Mr. A.R. Shivakumar
Duration Phase IV : 24 months (starting Jan. 2017)

Background:

Government of Karnataka realized the importance of harvesting rainwater and as a first step through BWSSB, RWH has been made mandatory for most of the properties in Bangalore effective from December 2011. Council in collaboration with BWSSB embarked up on the task of establishing RWH Helpdesk at Council.

Progress (April-November 2017)

KSCST with the support of BWSSB has established RWH Helpdesk at KSCST in Indian Institute of Science campus and also at Sir M Visveswaraya Rainwater Harvesting Theme Park in Jayanagar, Bangalore.

This 1.5 acre park on 40th Cross in Jayanagar 5th Block, demonstrates all techniques of harvesting rainwater. It has 26 working models on rainwater harvesting, ground water recharge and water conservation.

The Theme park established by KSCST is the first of its kind in the country, to address frequently asked questions on rainwater harvesting, water collecting systems, filtration and storage systems and groundwater recharge methods.

The helpdesk primarily aims at training the stake holders such as architects, engineers, contractors, plumbers, masons, etc within Bangalore city through several Training Programmes. Awareness Camps are arranged to bring in awareness among the general public regarding Rainwater Harvesting. Information on technical details of RWH and ground water recharge are being provided at RWH helpdesk for those who visit KSCST or contact through telephone, web and email.

In the first Phase of the project, 54 training programmes and 37 awareness camps were organized to conclude the objectives by December 2012. In Second and Third Phase, additional 17 Training programmes are conducted and in the fourth Phase of the project, 3 training programmes and many awareness camps were conducted by KSCST alone.

The MOU for the Fourth phase is signed for 24 months (January 2017- December 2018) and the RWH helpdesk is active at KSCST, IISc campus and BWSSB RWH Theme Park Jayanagar.

Progress:

From March 2017 to October 2017, **1157** visitors including general public, VIPs, Govt. Officials have availed benefit by visiting RWH help desks and from **210** phone calls. Total of **27** schools and **13** colleges have brought in **1565** students to Help Desks to build awareness on Rainwater Harvesting and water conservation measures.

People seeking assistance regarding Rainwater Harvesting (RWH) visit RWH helpdesk at KSCST regularly. They are given practical demonstration with the working models and RWH system at KSCST office by the helpdesk engineers.

Phone-in queries regarding RWH are being attended appropriately through the helpline numbers: 080 6623666, 080 23341652, 080 23348848 and 080 23348849. Various types of questions are convincingly answered. Citizens are also helped to get the contacts of respective plumbers and contractors in their area who execute RWH works. Emails and web enquiries are answered regularly.

Print and electronic media (News papers, TV, Radio etc.) presented several articles in concern with RWH and RWH Helpdesk activities.

RWH helpdesk at KSCST has emerged as one stop solution and an effort of the Council to conserve water in the city of Bangalore. Rainwater Harvesting is one of the prioritized projects of KSCST and an important measure to mitigate water scarcity and augment existing water supply.

Rainwater Helpdesk Activities:

Help Desks	Year	Month	Total No. of Visitors (Public & VIPs)	Schools		College		Total Telephone Calls *
				No. of Schools	No. of Students	No. of College	No. of Students	
KSCST	2017	March	28					17
		April	39					27
		May	60					28
		June	29					15
		July	29					19
		August	26					7
		September	8					8
		October	13					8
Theme park	2017	March	110	3	78	4	115	6
		April	88	1	40	1	40	5
		May	145	2	48	2	58	20
		June	99	2	203	0	0	6
		July	114	6	230	1	12	10
		August	230	4	172	1	30	8
		September	97	4	155	2	57	6
		October	42	5	257	2	70	20

* Telephone calls which could be recorded.