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Press Release

BSES Discoms Launch 'Dial n Dig' Dedicated Helpline Number**Pro consumer move will minimise outages and increase consumer safety**

BRPL (South and West Delhi)	1800 3000 9707
BYPL (East and Central Delhi)	39997376

There can be several reasons for outages, many of which are not in our control. But many of these are easily preventable. Our analysis has shown that unplanned digging (for road repair or to lay cables/pipelines) is a major cause for scores of outages across South, West Delhi, East and Central Delhi. On an average, around 800-1000 underground cables get damaged annually.

Often, while laying cables / pipelines, civic agencies, telecom, operators and their contractors inadvertently damage/puncture electricity cables. This not only causes outages (sometimes for long duration), but can also be a serious safety threat for the area residents/passersby, as also for the workers involved in the digging. This also causes substantial monetary loss to the discom.

These incidents are easily preventable. All a civic agency and its contractors have to do is inform BSES Rajdani Power Limited (BRPL) and BSES Yamuna Power Limited (BYPL) before starting excavation / digging on any corridor. This will help the discoms take necessary measures, preventing damage to electricity cables and disruption in power supply. Our patrolling teams are on alert. Upon receiving the information, they will reach the venue at the earliest.

To minimise these digging related incidents and increase consumer safety, BSES discoms are launching a campaign to sensitise the stakeholders about the dangers. An important part of the campaign is the launch of dedicated helpline numbers.

For the benefit of the civic agencies and RWAs, BSES has launched 'Dial n Dig', dedicated 24 x 7 helplines. For BRPL (South and West Delhi), the number is 1800 3000 9707 and for BYPL (Central and East Delhi) 39997376. By doing so, BSES discoms have become the first discom in the city to do so.

As part of the campaign, discoms will also urge the RWA's to inform BSES if they come across any digging in their area. Chances are, it would be taking place without the discom's knowledge.

According to a BSES spokesperson, "As part of the campaign, we plan to educate civic agencies to sensitise their officials, contractors and office bearers about the importance of informing BSES before undertaking digging. This seemingly small step can help prevent outages, electrical accidents and inconvenience to the residents.

BRPL & BYPL are premier power distribution companies and Joint Ventures between Reliance Infrastructure Limited and GoNCT.

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