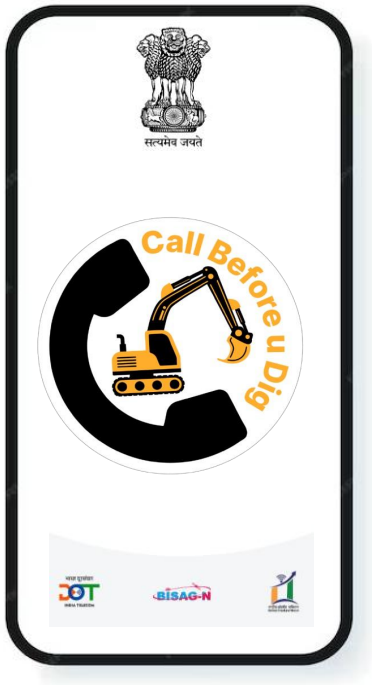
PM GatiShakti
National Master Plan for Multi-Modal Connectivity

सत्यमेव जयते
Department of Telecommunications
Ministry of Communications
Government of India

भारत दूरसंचार
INDIA TELECOM

राष्ट्रीय ब्रॉडबैंड अभियान
National Broadband Mission



“Call Before u Dig” (CBuD)

Mobile App

An app of Government of India to prevent damage to underground infrastructure due to unplanned excavations

CBuD App: Introduction

Various agencies often undertake excavation activities and many times underground utility assets get damaged

This may be due to lack of knowledge of excavation agencies about existing utilities or lack of coordination with utility asset owner agencies

CBuD App: Objective

To provide an interface and communication channel between

- Excavation / Digging agencies
- Utility Asset Owners

To coordinate for proposed excavation/digging activities and to safeguard existing underlying utility assets like Optical Fibre Cables, Water Pipelines, Electric Cables, Gas Pipelines etc. from damages

CBuD App: Features

"Call Before u Dig" CBuD – Mobile app can be downloaded on android & iOS devices

Excavator can submit excavation/digging plan and know contact details of utility asset owners for coordination before start of excavation

Utility Owners – will get details submitted by excavators about excavation activity, know contact details of excavator and interact with them.

Excavators/utility asset owners will be given alerts via SMS, email and in-app notification and will also have the facility of **'click to call'**.

Help desk no & Email. (**011-23350020, 23350025 & support@cbud.gov.in**) will be for supporting the users as to how to use the App.

CBuD App: Advantages

Govt.

- Many utilities can be saved from unwanted cuts and wasteful expenses for restoration

Utility Asset Owners

- Owners of all the utility assets can come to know about imminent digging by any agency around their utility assets and take precautionary measures.
- The app will allow for scheduled digging and uniformity of processes.
- Automated Email, SMS and in-app alerts for better coordination with the excavator.

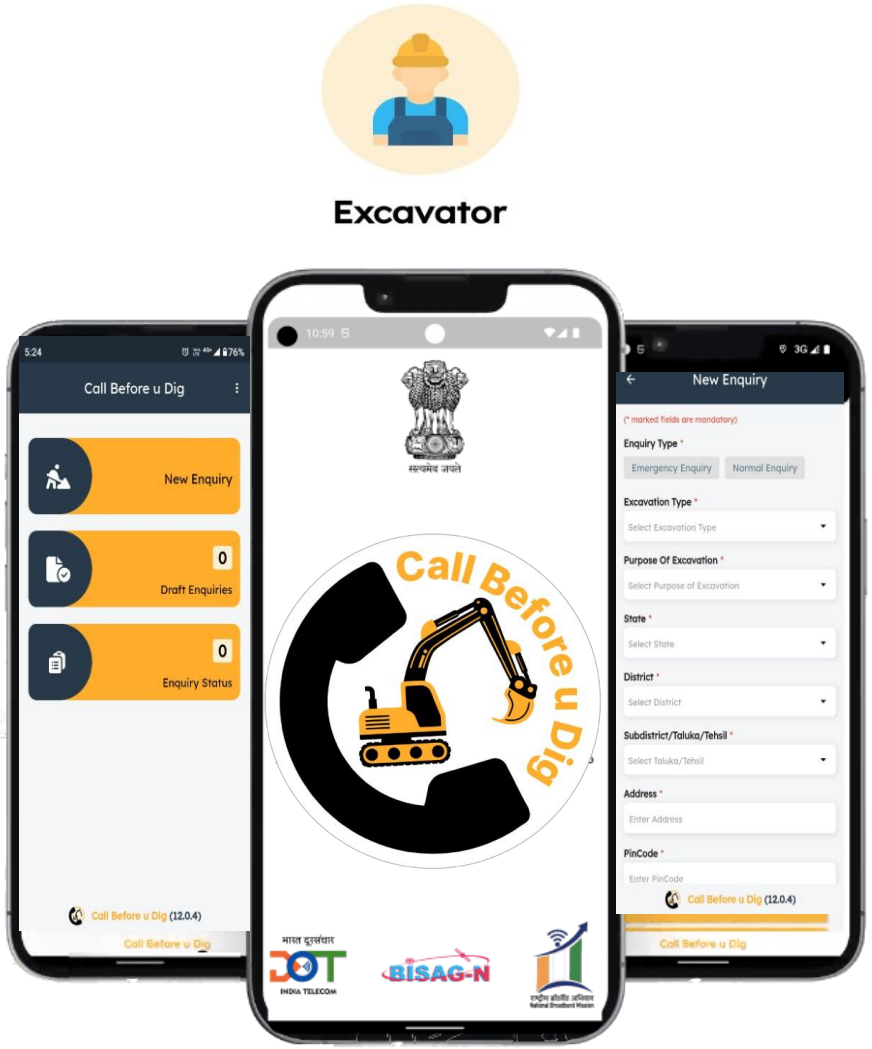
Digging Agencies/Excavator

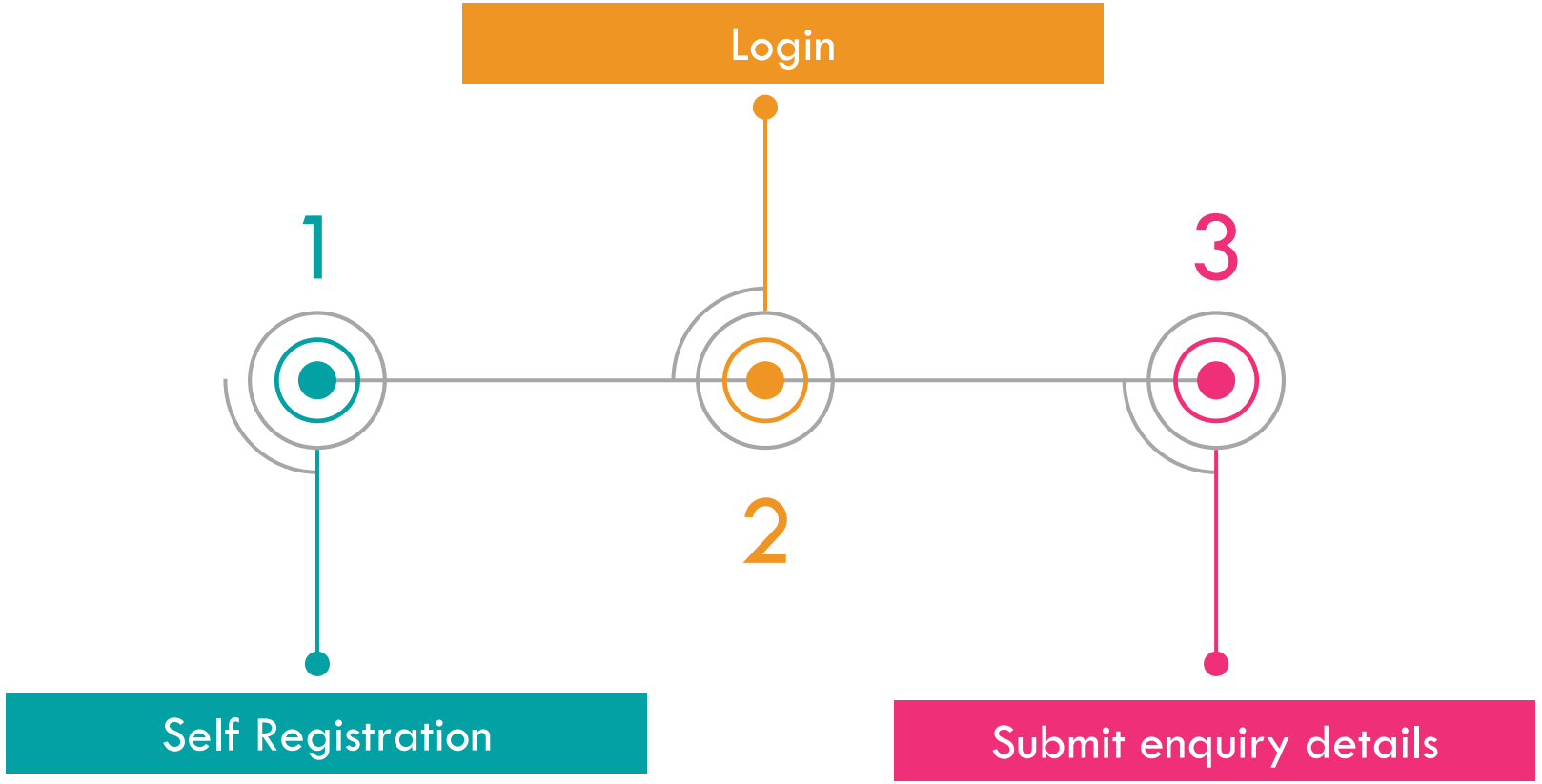
- The app will allow the digger to submit all the required information to all the utility asset owners at one place.
- Diggers need not spend time finding contact details of different utility providers.
- The centralized facilitation desk would offer a one-stop solution for all queries related to usage of the Mobile App.
- The electronic circulation of the dossiers will save time for both the diggers and utility asset owners and public administration and would make the digging process damage-free.
- The diggers through an easy-to-navigate and user-friendly interface will be able to track the status of their requests.

Citizen

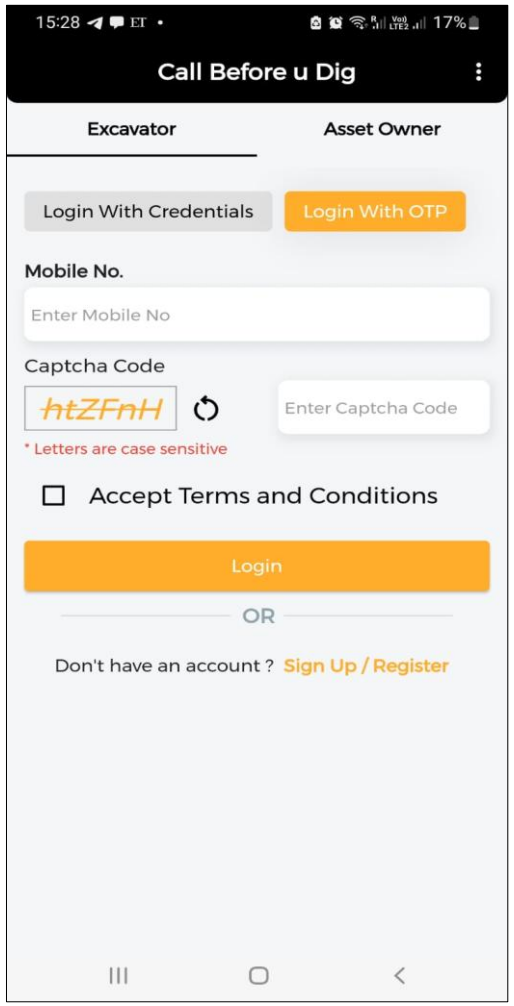
- The inconvenience caused due to frequent breakdowns may be reduced due to better synergy between the agencies.

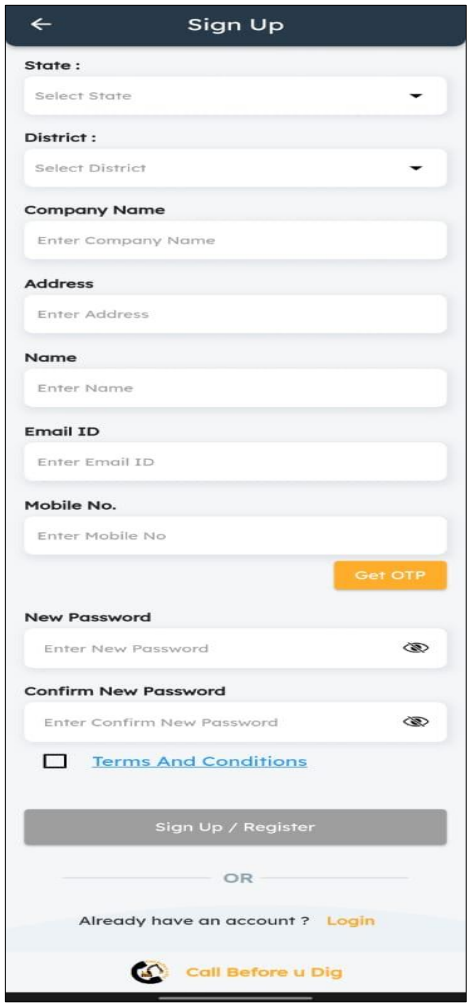
CBuD App: Excavator Registration

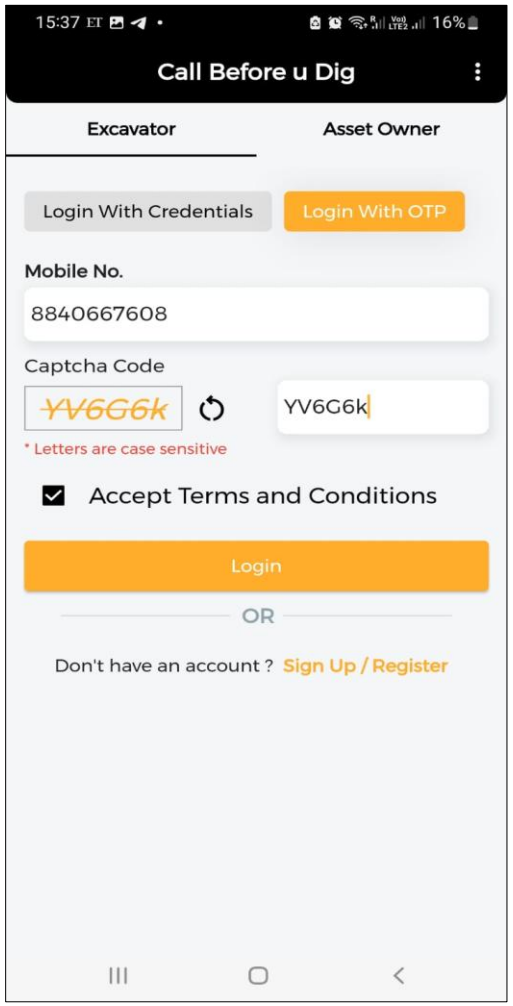


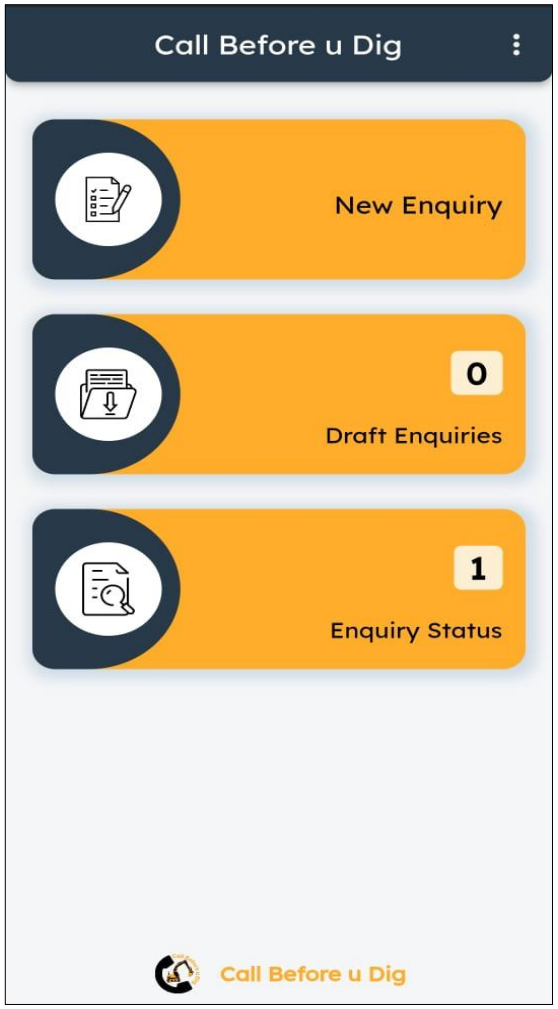


CBuD App: Excavator Registration/Login- Self Registration









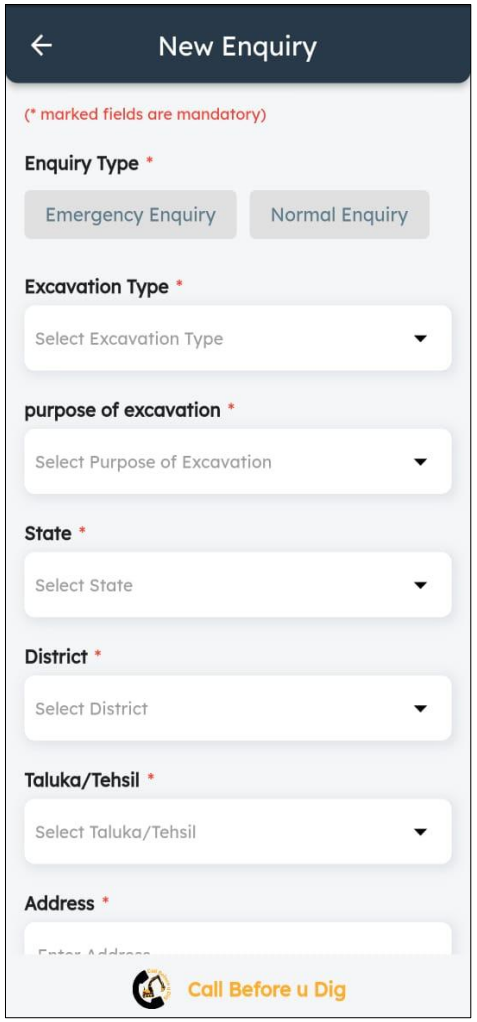
Open the CBuD App and Click **Sign UP/Register**

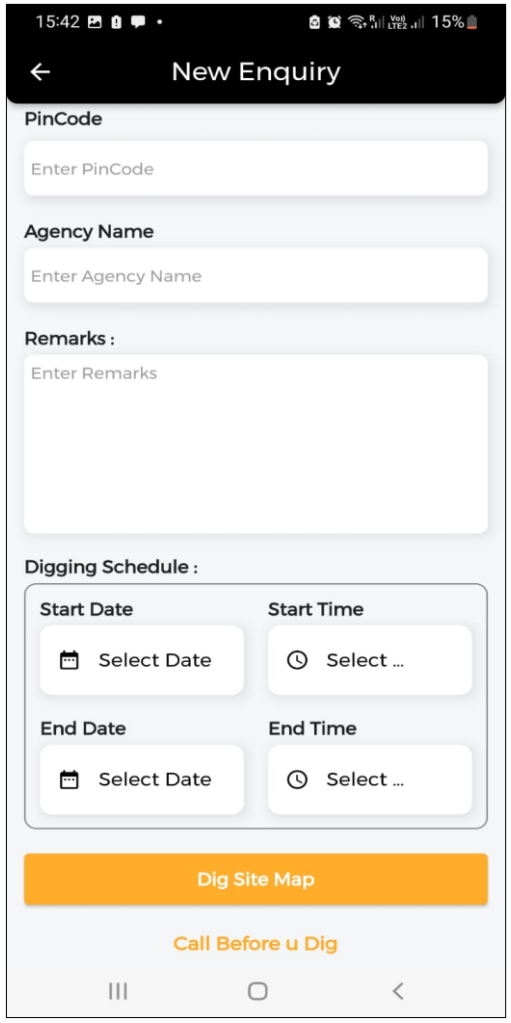
Fill the required Details

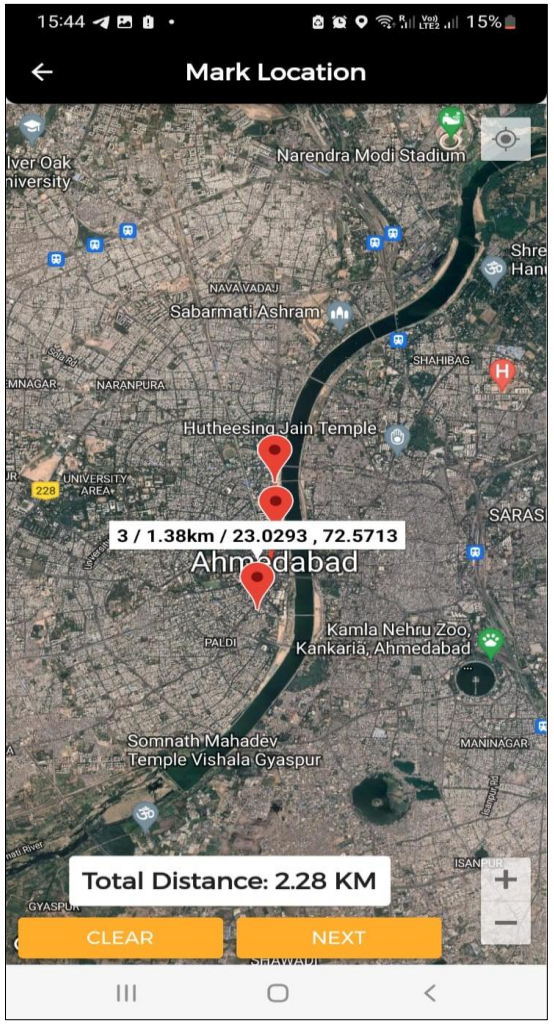
Login with registered mobile number **as Excavator**

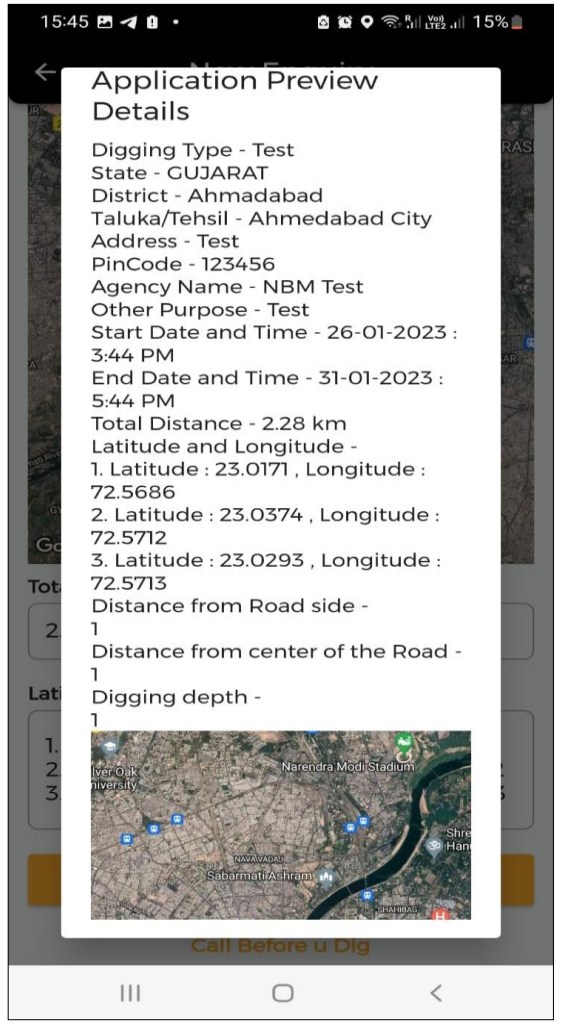
Available Options after Excavator Login

CBuD App: Process Flow





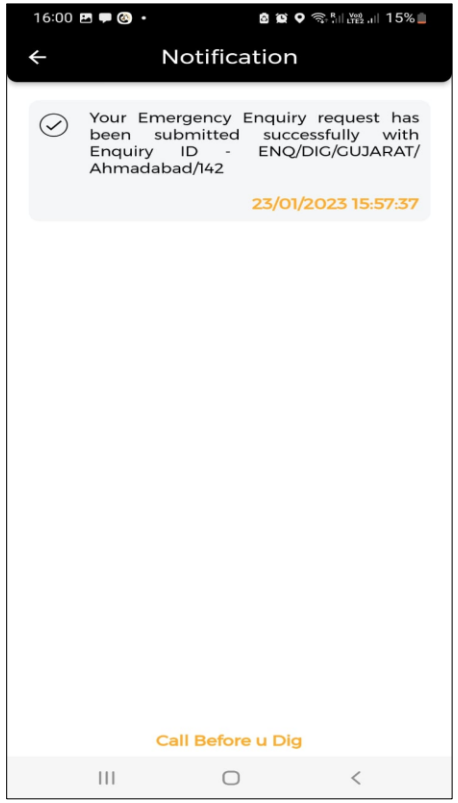




New Enquiry → **Fill up information** → **Trace route on Map** → **Save draft** → **Submit enquiry**

CBuD App: Confirmation of Submission to Excavator

In App notification



Email notification

Dear Mr. Mayank Awasthi,

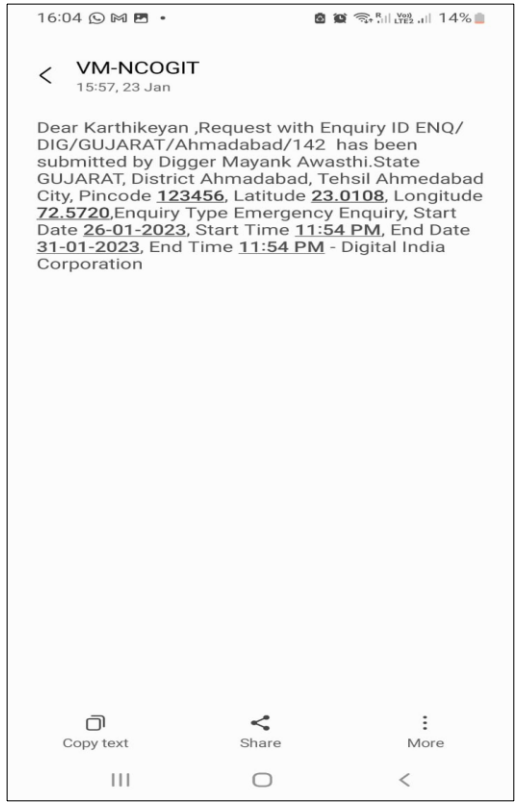
This is an acknowledgement email that your enquiry submitted using Call Before u Dig (CBuD) app has been received as per the details shown below:

Type Of Enquiry Request:	Emergency Enquiry
Enquiry Number:	ENQ/DIG/GUJARAT/Ahmadabad/142
Excavation Type:	test
Distance From Road Side:	1
Distance From Center of Road:	1
Digging Depth:	1
Excavator Name :	Mayank Awasthi
Excavator Contact Details :	8840667608
Excavator Agency Name :	nbm test
Request Date :	23/01/2023 15:57:37
Start Date and Time :	26-01-2023, 11:54 PM
End Date and Time :	31-01-2023 11:54 PM
State :	GUJARAT
District :	Ahmadabad
Tehsil :	Ahmedabad City
Pincode :	123456
Address :	test
Purpose :	test
Excavator Location(Latitudes, Longitudes) :	23.0108,72.5720

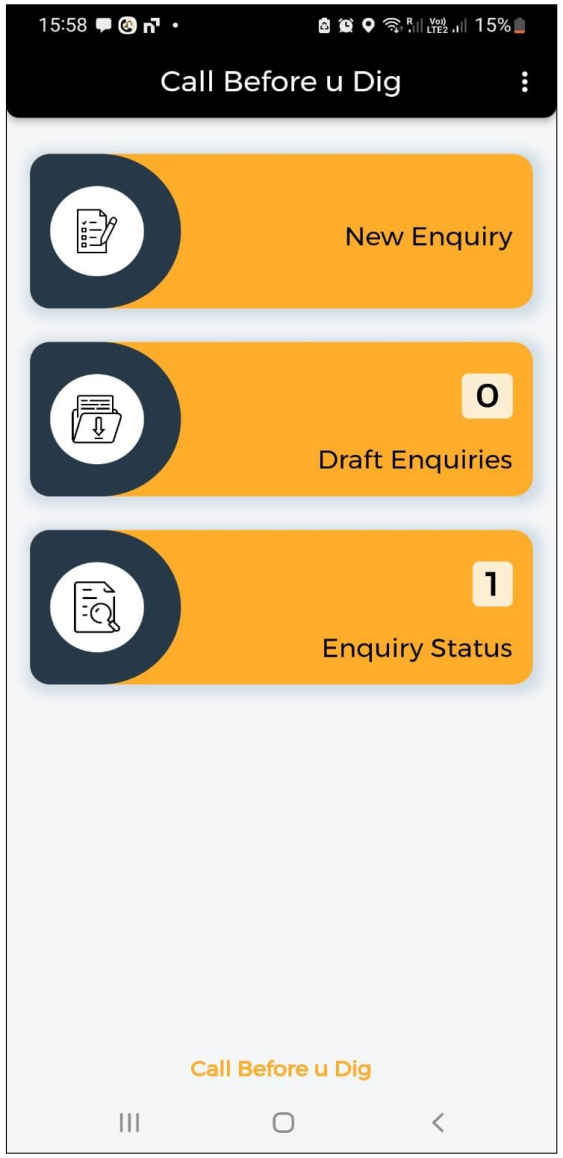
Your enquiry has been forwarded to the following asset owners:

Asset Owner Agency Name	VIL
Contact person Name	Sanjay Singh
Mobile No	9825000299
Email ID	sanjay.singh@vodafoneidea.com
Asset Owner Agency Name	RJIL
Contact person Name	Pavan Pandey
Mobile No	7228088116
Email ID	pavan.pandey@ril.com

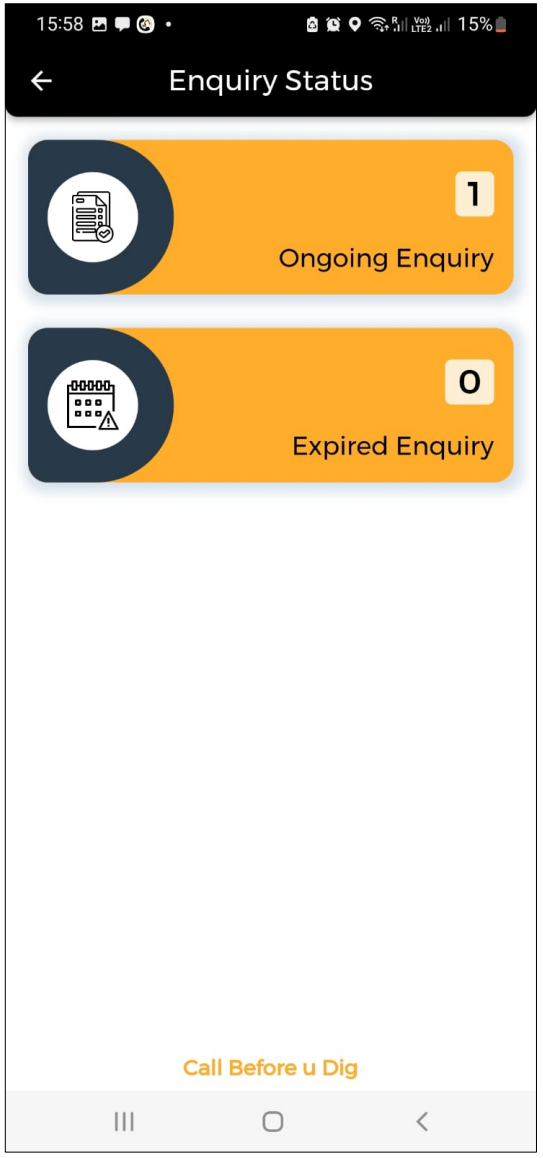
SMS notification



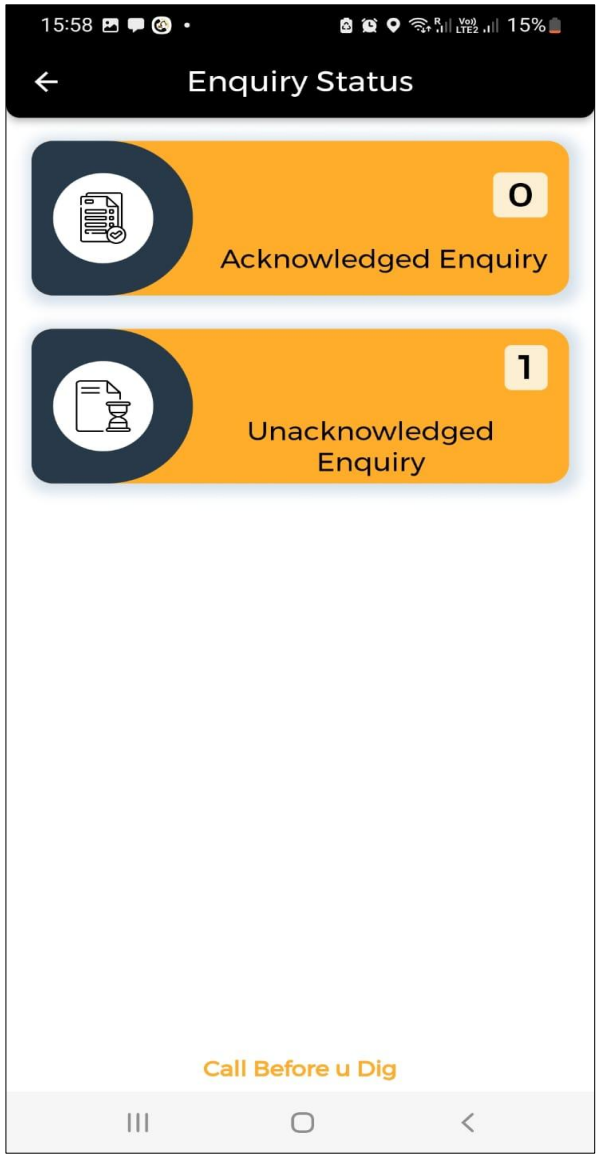
Excavator - Check Acknowledgement Status



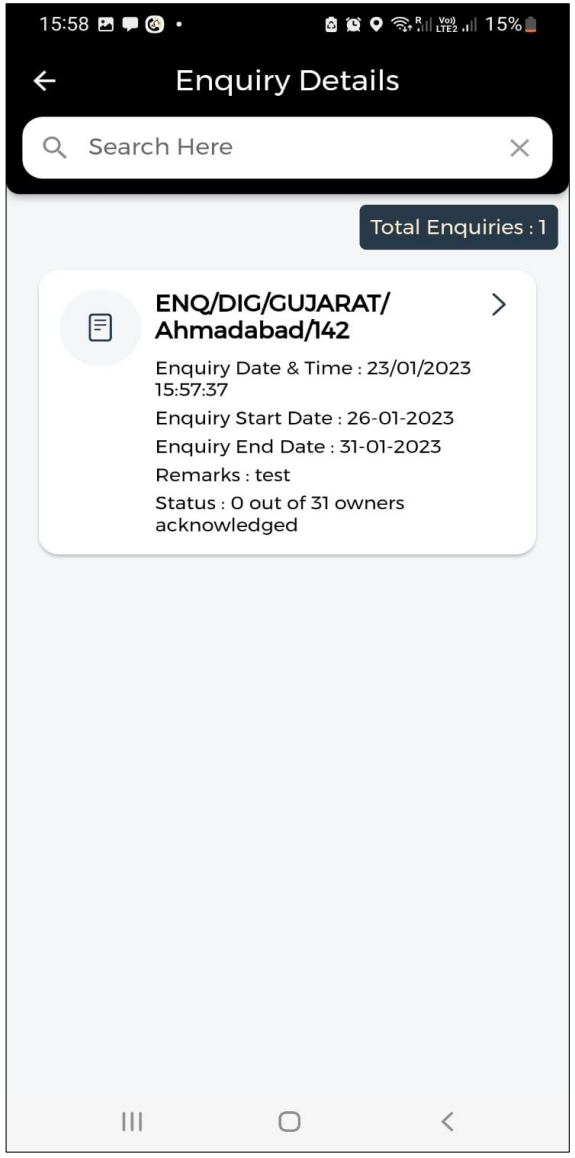
Click Enquiry Status



Click Ongoing Enquiry

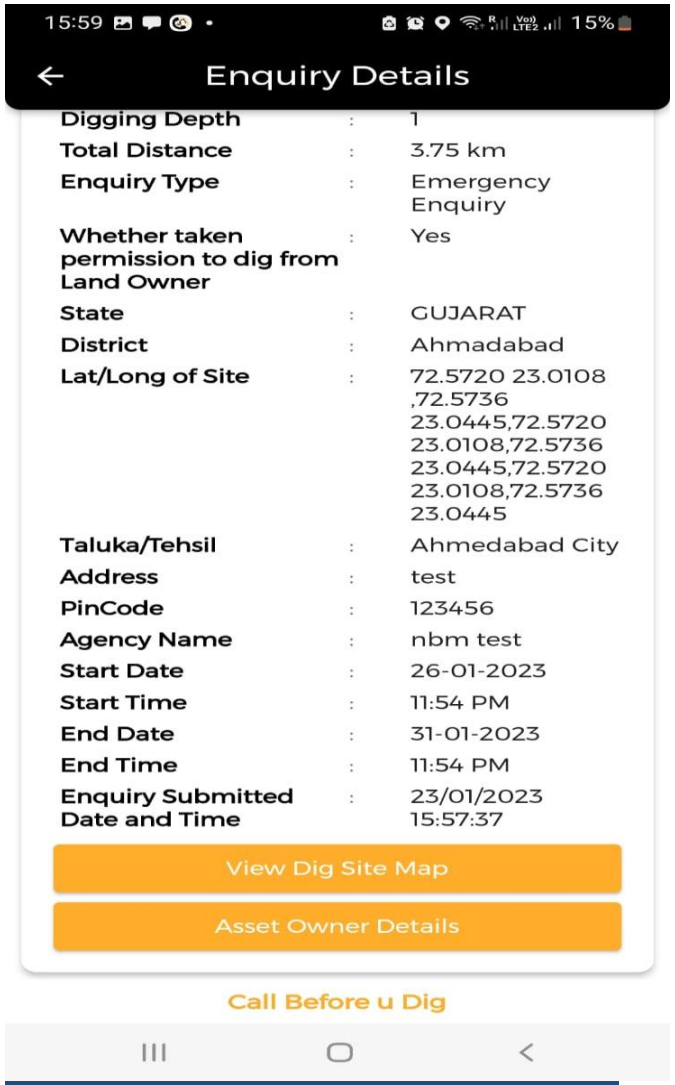


Click Unacknowledged Enquiry



Select submitted Enquiry

Excavators Can Connect With Asset Owners

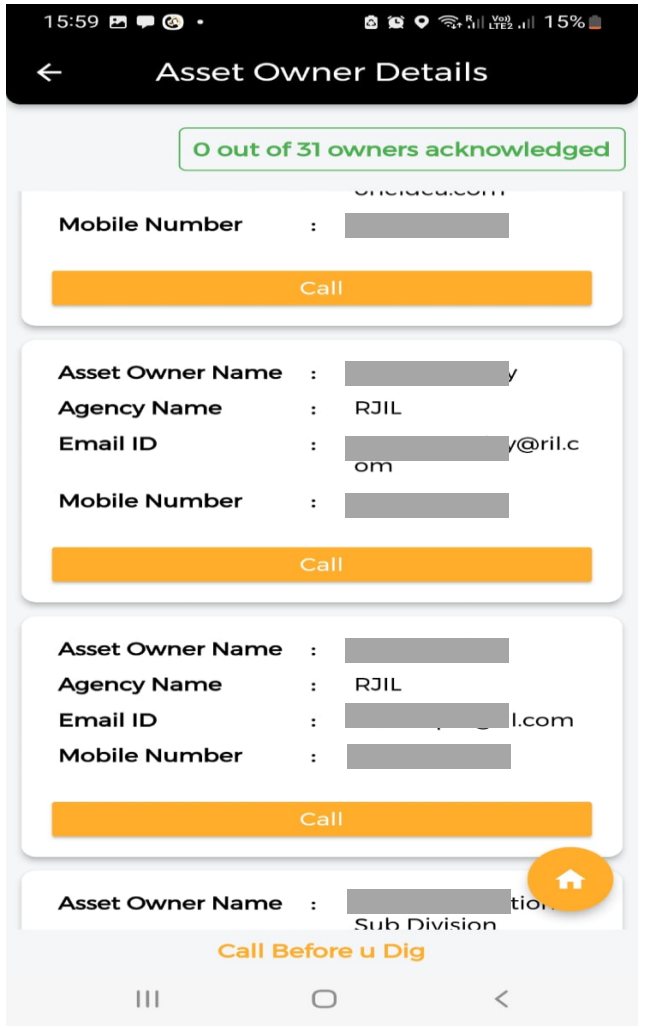


Click on Asset Owner Details

Call Before u Dig

Click To Call

Excavators need not spend time in finding contact details of different utility providers. CBuD will provide all such details in one go



List of Asset Owners and Acknowledgment Status will be shown

Responsibility of States/ UTs

- **All underground utility/asset owner agencies viz. Electricity Cables, Water-pipe, Gas-pipe, Sewerage etc. to be directed by State /UT Govt:**

- to map contact details/ escalation matrix in the “Call Before u Dig” App for receiving SMS/email notifications.
- to be mandated to respond to messages from the “Call Before u Dig” App and take actions accordingly, even if they have mapped or not mapped their assets.
- to register their assets on PM GatiShakti National Master Plan (NMP) Platform.

- **All digging agencies to be mandated by the State / UT Govts:**

- to do any type of digging only after prior intimation through “Call Before u Dig” App and as per its terms and conditions.
- to use the App before commencing any type of digging anywhere in the State / UT

- **All State /UT departments to be directed to include Point 2 in the approval letter format, while granting approval for any type of digging anywhere in the State**

Telecom Infra Damage- The Telecommunications Act, 2023

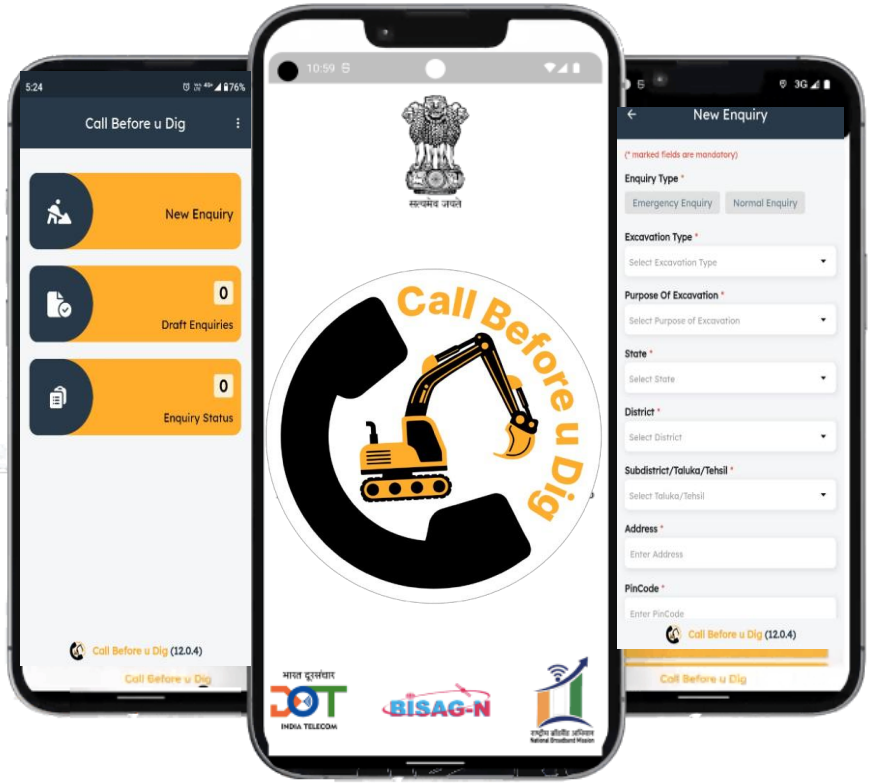
Provision for damages to Telecom Infra, in the Telecommunications Act, 2023

Sec. 42 (1) of chapter IX prescribes- *whoever causes damage to critical telecommunication infrastructure shall be* ***punishable with imprisonment for a term which may extend to 3 years,*** *or* ***with fine which may extend up to 2 crore*** *rupees, or with both*

Click Here for the Telecommunications Act, 2023

Click Here for the Right of Way (RoW) Rules, 2024

Download the CBuD Mobile App



Call Before u Dig (CBuD)

Mobile app

Download now

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Thank You