

**25/04/2017: Punjab housing dept launches SMS alert service for consumers.**

SASNAGAR: Adhering to the directions of Punjab government to protect consumers rights in the real estate sector, the state department of housing and urban development has launched types of Short Messaging Service (SMS) to provide necessary information to its consumers.

Punjab chief minister, Captain Amarinder Singh, had asked to prioritise consumer affairs over all the other matters. The department proposes to cover all services provided in the Right to Service Act, 2011 through this SMS facility.

The service provides for informing the consumers/allottees about their payments, that is instalments due 7 days prior to the due date, payment alerts on the due date, acknowledging the payment, reminder if payment not received; information about diary number and the date of the documents received; acknowledgement of the document submitted at single window counter; information about documents dispatched to the allottees, acknowledgement of application received in new schemes, communicating result of the draw of lots and property number, among other alerts.

The applicants of the new schemes will be able to know the status of their applications through regular updates sent by the department.

The department is in the process of issuing an appeal to its consumers/allottees that they should get their mobile numbers registered, along with their property details, to avail this SMS facility. Presently, the service has been introduced for GMADA and would be shortly extended to all development authorities in the state.

The SMS service will promote rapport with the consumers and will add transparency in the existing system, said the release.