

Dated 02.11.2022

PRESS RELEASE
(Smart Token System at the Reception of CHB)

To further improve its processes, a Smart Paper Less Token System has been introduced at the Reception of the Chandigarh Housing Board on 02.11.2022.

2. Now the Smart Token System is functional in following way:

- A Touch Screen has been provided at the entry of the Reception.
- Visitor is required to enter his/her Mobile Number and select the kind of service. No other information is required for getting Token.
- Token Number will be sent instantly on the entered Mobile Number.
- The Visitor may relax in the sofas at the Reception Area and enjoy courtesies like water & candies till a counter available.
- Status of the Token Number will be displayed on a big LED Screen in the seating area. The visitor may go the Counter Number displayed against the Token Number.
- The Visitor will be attended patiently at the assigned Counter by the well trained officers of the CHB

3. No physical Token will be issued and hence the whole Queue Management System at the Reception is paperless.

4. During this week, both manual and Smart Token System is functioning. However, from Monday i.e. 07.11.2022, all the Visitors at the Reception of CHB will be attended through the Smart Token System only.

(Yashpal Garg, IAS)
Chief Executive Officer, CHB

To,

Director (PR), Chandigarh Administration