

**Government of India
Ministry of Finance
Department of Expenditure
Office of the Controller General of Accounts
Mahalekha Niyantak Bhawan
E-Block, GPO Complex, INA, New Delhi-110023**

No. R-S-11012/2/3(17)/RBI/2015/GBA/709-712

Dated: 12th August. 2024

Office Memorandum

Sub: Help-desks at O/o CGA and RBI for handling Treasury Single Account (TSA) system related queries -reg-

Reference is invited to this Office Memorandum No. S-11012/2/3(17)/RBI/2015/GBA/3026-3030 dated 18th October 2022 on the subject cited above.

2. Due to change in the work allocation/transfer of the officials/officers dealing with the handling of TSA related queries, the Help-desks at O/o CGA and RBI for handling Treasury Single Account (TSA) System related queries are updated as under:-

1. At Office of CGA

i. TSA Help-desk: For all types of queries

E-mail : tsa-helpdesk-cga@gov.in

Phone No. : 011-24665598

ii. Nodal officer for TSA related technical queries only:

**Shri B. Gopala Krishnakant Raju
Assistant Controller General of Accounts
Email : b.krishnak@gov.in
Phone No. 011-24693986**

2. At RBI: Available between 0800 hrs and 2300 hrs on all working days except Global Holidays (i.e. All Sundays, 2nd and 4th Saturdays, 26th January, 15th August and 02nd October) in e-kuber at following contact details:

E-mail : ekuberqpxsupport@rbi.org.in

Phone No. : 022-27595655

Copy of the mail shall be forwarded to following e-mail address of NDRO, RBI

tsanewdelhi@rbi.org.in

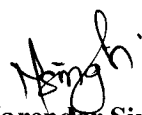
Contd. p/2

::2::

All Non-technical queries will be handled by New Delhi Regional Office of the RBI and following two officials will look after the TSA related issues at NDRO, RBI, New Delhi:

Nodal Officers	(i) Sh. Dheeraj Joshi, Manager, RBI, New Delhi (ii) Sh. Gurdev Vashishth, Manager, RBI, New Delhi
Email ID	tsanewdelhi@rbi.org.in
Landline No.	011-23452081/2057, 23353058

It is requested that all TSA related technical queries may please be routed through the Nodal Officer mentioned at point 1 (ii) above (copy to TSA Help-desk at O/o CGA). This will act as a single point of contact for RBI and ensure focused and prompt resolution of issues relating to TSA System.


(Narender Singh)

Assistant Controller General of Accounts (GBA)

To

1. Pr. CCAs/CCAs/CAs (Independent Charge) of the Ministries/Departments.
2. General Manager, DGBA, RBI, Mumbai.
3. General Manager, New Delhi Regional Office, RBI.
4. Sr. AO (ITD) for uploading the same at PFMS- TSA Section in O/o CGA's website.