

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

No. S-11012/2/3(17)/RBI/2015/GBA/3026-3030 Dated: 18th October, 2022

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/862 dated 17th November 2020 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 the 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

Email : tsa-helpdesk-cga@gov.in

Phone No : 011-24665598

- ii. Nodal officer for TSA related technical queries only

Shri Anupam Raj

Assistant Controller General of Accounts

Email address : anupam.raj@gov.in

Phone : 011-24624613

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2. **At RBI** : Available between 0800 hrs and 2330 hrs on all working days except Global Holidays (i.e. All Sundays, 2nd and 4th Saturdays, 26th January, 15th August and 2nd October) in e-kuber at following contact details.

Email : **ekuberqpxsupport@rbi.org.in**

Phone No : **022-27595655**

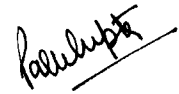
(Copy of the mail shall be forwarded to following email addresses of NDRO, RBI-

bankingnewdelhi@rbi.org.in and

samtarajoriya@rbi.org.in

(All Non-technical queries will be handled by New Delhi Regional Office of the RBI and Ms. Samta Rajoriya, Manager, Government Banking Division, RBI, New Delhi will remain the Nodal Officer for TSA related issues)

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



(Parul Gupta)

Deputy Controller General of Accounts (GBA)

To

1. Pr.CCAs/CCAs/CAs (Independent Charge) of the Ministries/Departments where TSA system is being implemented in ABs.
2. General Manager, DGBA, RBI Mumbai
3. General Manager, New Delhi Regional Office, RBI
4. All Nodal Officers of ABs
5. Sr AO (ITD) for uploading the same at TSA Corner in O/o the CGA's website.