

**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**  
**Telefax :011-24649365; E-Mail: sao-rbd@nic.in**

No. S-11012/2/3(17)/RBI/2015/GBA/ 862

Dated:-17<sup>th</sup> November 2020

**Office Memorandum**

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

Office of CGA and RBI have set up following help-desks for prompt resolution of TSA system related grievances from ABs/Sub ABs/Ministries.

**I. At office of CGA**

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

Email : *tsa-helpdesk-cga@gov.in*  
Phone No. : *011-24655091, 011-24665598*

- ii. Nodal officer for TSA related technical queries only

Shri Vinay Muthukumar  
Assistant Controller of Accounts  
Email address: *v.muthukumar@gov.in*  
Phone : *011-24665513*

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

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

Phone No.: ***022-27595655***

(Copy of the mail shall also be forwarded to following Email addresses of NDRO, RBI -  
***bankingnewdelhi@rbi.org.in and anshulsharma@rbi.org.in***

(All Non-technical queries will be handled by New Delhi Regional Office of the RBI and Shri Anshul Sharma, 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 from ABs/Sub ABs/Ministries may please be routed through the Nodal officer only mentioned at I (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.



**(Ashish Kumar Singh)**

Dy. Controller General of Accounts (GBA)

To

1. Concerned CCAs of the Autonomous Bodies where TSA system is being implemented
2. General Manager, DGBA, RBI, Mumbai
3. General Manager, New Delhi Regional Office, RBI
4. All Nodal Officers of Main ABs