No. 71/2019/Fin.  

Dated, Thiruvananthapuram, 07.08.2019

Sub:- Finance Department – Setting up of centralized help desk (Customer Care Cell) at Directorate of Treasuries in connection with ETSB implementation – Contact details of the Help desk – Instructions issued – Reg.


As per the Government Order read above, Administrative Sanction was accorded for the proposal of Director of Treasuries to set up a centralized help desk (Customer Care Cell) at Directorate of Treasuries in connection with ETSB implementation.

To resolve the issues related to ETSB transactions and to give assistance relating to this, following contact details of the Help desk in all treasuries are informed to all Heads of Department, Drawing and Disbursing Officers and employees for guidance.

1. Customer Care cell has been opened in the Directorate of Treasuries with Tel.No. 0471-2322712 / 2323963; and Mob: No. 9496003023. The working hours will be from 10:15 AM to 5:15 PM on all working days.
2. Phone numbers of Help desks in District Treasuries are given as Annexure to this circular.

   Director of Treasuries is also instructed to give necessary direction to all Treasury Officers regarding this and also to pass on the content of this circular to all offices attached to each treasury.

YAMUNA V.,
Additional Secretary (Finance)

To
The Account General (A&E/G&SSA/E&RSA), Kerala, Thiruvananthapuram.
All Heads of Departments/Secretaries in GAD (Through AD in e-office notice board)
The Director of Treasuries, Thiruvananthapuram.
All District/Sub Treasury Officer (through Director of Treasuries).
The Director, Information & Public Relations Department.
The Nodal Officer, www.finance.kerala.gov.in
Stock file /Office Copy.

Forwarded/By Order

Assistant Section Officer
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<tr>
<th>SL NO.</th>
<th>NAME OF DISTRICT TREASURY</th>
<th>Land Ph. No.</th>
<th>Mobile No</th>
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