



GOVERNMENT OF KERALA
Finance (Streamlining) Department
CIRCULAR

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.

Ref:- GO(Rt) No.6287/2019/Fin. Dated 07/08/2019.

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

ETSE HELP DESKS - DISTRICT TREASURY WISE

SL NO.	NAME OF DISTRICT TREASURY	Land Ph. No.	Mobile No
1	District Treasury, Thiruvananthapuram.	0471-2338470/ 0471-2328565	9496000301 / 9496000101
2	District Treasury Kattakkada	0471-2290262/ 0471-2292229	9496000302 / 9496000025
3	District Treasury Kollam.	0474-2793553	9496000303 / 9496000035
4	District Treasury, Kottarakara	0474-2454832	9496000304/ 9496000045
5	District Treasury, Pathanamthitta	0468-2222402	9496000305/ 9496000054
6	District Treasury, Alappuzha	0477-2260242	9496000306/ 9496000068
7	District Treasury, Chengannur	0479-2452028	9496000307/ 9496000078
8	District Treasury, Kottayam	0481-2562281	9496000308/ 9496000085
9	District Treasury, Pala	0482-2212805	9496000309/ 9496000116
10	District Treasury, Idukki	0486-2252004	9496000310/ 9496000141
11	District Treasury Ernakulam (Kakkanad)	0484-2422586	9496000311/ 9496000151
12	District Treasury, Muvattupuzha	0485-2814961	9496000312/ 9496000164
13	District Treasury, Thrissur	0487-2360348	9496000313/ 9496000172
14	District Treasury, Irinjalkuda	0480-2831996	9496000323/ 9496000281
15	District Treasury, Palakkad	0491-2505044	9496000314/ 9496000182
16	District Treasury, Cherupulassery	0466-2282296	9496000321/ 9496000261
17	District Treasury, Malappuram	0483-2734459	9496000315/ 9496000193
18	District Treasury, Kozhikode	0495-2370720	9496000316/ 9496000210
19	District Treasury, Thamarassery	0495-2222254	9496000317/ 9496000223
20	District Treasury, Wayanad	0493-6202639	9496000318/ 9496000231
21	District Treasury, Kannur	0497-2700683	9496000319/ 9496000241
22	District Treasury, Mattannur	0490-2471006	9496000322/ 9496000271
23	District Treasury, Kasaragod	0499-4255181	9496000320/ 9496000251