**Government of India**
**Ministry of Finance**
**Department of Expenditure**
**Controller General of Accounts**
7th Floor, Lok Nayak Bhawan,
Khan Market, New Delhi-110 003

Dated 21$^{st}$ May,2012
22nd

## OFFICE MEMORANDUM

Subject: Regarding Centralized Reporting/Monitoring of bugs related
problems/issues.

It has been observed that the field offices are reporting their
problems relating to software directly to NIC Division.  This hampers
basic role of development and managing change request in the
software by NIC.

In order to streamline the system of lodging all problems/issues
at IT Division and keep close monitoring on all change request,  it has
been decided that all queries/bug related issues in respect of softwares
(COMPACT including e-payment, e-lekha, GePG etc) should be
reported to IT Division of O/o Controller General of Accounts.
Queries/bugs relating to the package which cannot be
redressed/handled by IT Division would be forwarded to NIC Division
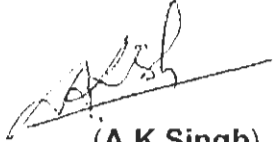by IT Division for developing suitable solutions.

The contact numbers for Help Desk in IT Division are:

| Wing Name | Contact Numbers | Purpose/ Support for | Contact persons *Sr.A.O./AO | E-mail ID |
|---|---|---|---|---|
| Implementation Maintenance & Support Wing (IMS) | 24623250 24693986 (Tele-Fax) | COMPACT, e-lekha, GePG, CDDO2PAO | Sh. S.Padmanabhan Smt. Seema | pao2000@nic.in |
| Strategic Planning & Coordination Wing (SPC) | 24623251 | Controller/ PAO/DDO codes, CGA's web site & other issues related to CGA's IT Policy. | Sh. S.P. Arora* Sh. K.V. Hamza | sys@nic.in |
| Capacity Building Wing (CB) | 24623252 | IT Training related matters. | Sh. Jacob George* Sh. K. Krishna Kumar | capacitybuildingcb@yahoo.in |

| System Development & Testing including Quality Control Wing (SDTQC) | 24623253 | Issues/ suggestions related to new application/ upgrade/ version releases of existing application. | Sh. Ashok Sarkar Sh. Pankaj Kochhar | itd_dtqa@ yahoo.in |
|---|---|---|---|---|

All users/field offices of Civil Accounts Organisation are requested to communicate to IT Division accordingly.

This issue with the approval of Jt.CGA (RS).

**(A.K.Singh)**
Dy. CGA (ITD)

Copy To:-

All Pr.CCAs/CCAs/CAs

1. P.S. to CGA
2. PS to Addl.CGA (SMK)
3. All Jt.CGAs
4. All Dy. CGAs.
5. TD, ACID-NIC.
6. AO(IMS), Sr.AO(SPC), Sr.AO(CB), AO(SDTQC)