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मुख्य आयुक्त सीमा शुल्क का कार्यालय  
**OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF CUSTOMS**  
मुंबई जोन -I, दूसरी मंज़िल, नवीन सीमा शुल्क भवन, बेलार्ड इस्टेट,  
**MUMBAI ZONE-I, 2<sup>nd</sup> FLOOR, NEW CUSTOM HOUSE, BALLARD**  
**ESTATE, मुंबई/MUMBA I- 400 001**

**FACILITY NOTICE NO.03/2022**

**SADAIVA SATHI – AN INITIATIVE BY MUMBAI CUSTOMS ZONE-I**

Kind attention of Retired Officers of Customs is drawn to O.M. No. 4/2/2013 – P & PW (Co-ord,) dated 19<sup>th</sup> February, 2015, issued by the Department of Pension & Pensioners' Welfare which enables a platform for the retiring Central Government officers to showcase commendable work done during service. CBIC, in tune with the captioned OM, vide letter dated 20.03.2015 issued vide F. No. C-50/50/2015-Ad.II has appealed the Retired Officers to share their experience , work done by them, write-ups etc on the Official website of the Department.

2. Attention is also drawn towards initiative of Principal Chief Commissioner, Mumbai Customs, Zone- I for welfare of retired Officer by providing a separate space and a room with relevant books, vending machine and drinking water facility at Third Floor, of the New Customs house, Mumbai, in May 2022.

3. In continuation to above, the Office of the Pr. Chief Commissioner has launched a new project, by name, "सदैव साथी" (friends forever) to help and serve for retired officers and officers retiring in near future. A 'Sadaiva Sathi Cell', has been created in Pr. Chief Commissioner's Office which will deal with the matter related to post retirement dispensation, exclusively. The 'Sadaiva Sathi Cell' has been created with an objective of speedy redressal and effective monitoring of the grievances besides providing facilities to the retired officers.

3. Mandate of Sadaiva Sathi Cell shall be as under:-

- a. Sadaiva Sathi Cell is a single window interface for the Retired Officers /staff members to seek help, guidance and register their grievances pertaining to get their rightful entitlements.
- b. Sadaiva Sathi Cell will facilitate retired officers of Mumbai customs and will also help in value addition of the entire process as the retired officers will provide inputs and suggestions for improving the system, in co-ordination with Pr. Commissioner (General).
- c. Sadaiva Sathi Cell to enable retired Officers Association to access

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- information/ lodge grievances on behalf of their members,
- d. Sadaiva Sathi Cell will also help in conducting Orientation Training Programme for the retiring Govt. officials, on regular basis.
- e. To deal with any matter/grievances related with Retired Officers, about Pension, Gratuity, GPF, Leave Encashment, CGEGIS, Travelling Allowance, preparation of Pensioner's Identity Card, VRS etc, if any, received by the office of the Pr. Chief Commissioner.

4. The Retired officers are requested to share their remarkable experiences, story of success, anti-smuggling cases, rare photographs, land mark cases of seizures, achievement in sports, meritorious performances and awards etc. Such institutional memories, experience sharing will reinforce the value of trust, loyalty, glory of customs and will also reflect the history of positive culture of Mumbai Customs to the new officers/staff. The Cell shall make special arrangement to showcase above in office premise, during official events and on Mumbai Customs zone-1 official website.

5. A group of Retired Officers, duly shortlisted by Sadaiv Saathi cell in consultation with "Samarth Sevak" cell, shall help/assist the Mumbai Custom Zones for capacity building (training) of their younger friends.

6. The Dy/Asst. Commissioner incharge of Sadaiva Sathi Cell will follow up the matter with subordinate/attached units for final resolution. The Nodal Officer/Additional Commissioner CCO will undertake a monthly review of pending grievances in Mumbai Customs Zone-I.

This issues with the approval of Pr. Chief Commissioner of Customs, Mumbai Zone - I.

Yours faithfully,

ADDITIONAL COMMISSIONER  
RAVINDRA KUMAR SINGH

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ADC/JC-O/o PR. CHIEF COMMISSIONER-  
1Pr. Commissioners / Commissioners of