

IN THE HIGH COURT OF JUDICATURE AT PATNA
Civil Writ Jurisdiction Case No.11500 of 2019

M/s Shakti Computers a proprietorship firm at Chaudhrine Mandir, Naya Tola, Technical Chauk, P.s.- Kazi Mohammadpur, Distt.- Muzaffarpur, through its proprietor Santosh Kumar Chaudhary S/o Kailash Chaudhary, R/o Mohalla- Chaudhrine Mandir, Naya Tola, Technical Chauk, P.s.- Kazi Mohammadpur, Distt.- Muzaffarpur

... .. Petitioner/s

Versus

1. Bihar State Power (Holding) Company Limited Vidyut Bhawan, Bailey Road, Patna through Chief Managing Director
2. The Managing Director North Bihar Power Distribution Company Limited, Vidyut Bhawan, Bailey Road, Patna
3. The Chief Engineer (Commercial) North Bihar Power Distribution Company Limited, Vidyut Bhawan, Bailey Road, Patna
4. The Superintending Engineer Electric Supply Circle, Muzaffarpur, Bihar
5. The Executive Engineer MRT Installation Electric Supply Circle, Muzaffarpur
6. The Assistant Electrical Engineer MRT Sub-division, Meter Installation Electric Supply Circle, Muzaffarpur
7. The Junior Electrical Engineer MRT Sub-division, Meter Installation Electric Supply Circle, Muzaffarpur
8. The Executive Engineer MRT Sub-division, Meter Installation Electric Supply Circle, Samastipur
9. The Assistant Electrical Engineer MRT Sub-division, Meter Installation Electric Supply Circle, Samastipur
10. The Junior Electrical Engineer MRT Sub-division, Meter Installation Electric Supply Circle, Samastipur
11. The Executive Engineer MRT Installation Electric Supply Circle, Chhapra
12. The Assistant Electrical Engineer MRT Sub-division, Meter Installation Electric Supply Circle, Chhapra
13. The Junior Electrical Engineer MRT Sub-division, Meter Installation Electric Supply Circle, Chhapra

... .. Respondent/s

Appearance :

For the Petitioner/s	:	Mr. Manoj Kumar Manoj, Advocate
For the Respondent/s	:	Mr. Vinay Kirti Singh, Sr. Advocate
		Mr. Anand Kumar Ojha, Advocate

CORAM: HONOURABLE THE CHIEF JUSTICE
and
HONOURABLE MR. JUSTICE PARTHA SARTHY



ORAL JUDGMENT

(Per: HONOURABLE THE CHIEF JUSTICE)

(The proceedings of the Court are being conducted by Hon'ble the Chief Justice/ Hon'ble Judges through Video Conferencing from their residential offices/residences. Also, the Advocates and the Staffs joined the proceedings through Video Conferencing from their residences/offices.)

Date : 25-11-2022

Heard learned counsel for the parties.

Petitioner has prayed for the following relief(s):-

1. That this application is being filed for issuance of appropriate writ/writes by commanding the Respondents to refund of Bank Guarantee in the tune of Total Rs.-39,47,994/- with interest to Petitioner by setting aside the five letters invoking Bank Guarantee wrongly and illegally during Extension period of Agreement between the Parties bearing No.-Com/Invoke BG-14/2013 dt.-8.02.2013 issued by Respondent no.-3, The Chief Engineer [Commercial] whereby BG No.-3229129865 for Rs.-17,40,794/-, BG No.-3229134773 for Rs.-13,57,200/-, BG No.-12740000912 for Rs.-3,00,000/- BG No-12740000812 for Rs.-3,00,000/- and BG No.- 12740000712 for Rs.-2,50,000/- after issuance of no objection in light of Order bearing Memo No.-420 (A) dt.-12.05 2016 has been issued by Respondent no.-3 by hearing the parties and made certain directions circle wise for payment of the amount charged for the Works taken upon it's completion and the amount has been paid to M/s Shakti Computers, the Petitioner in light of Order dt.-28.08.2015 passed in CWJC No.-4851 of 2013 except the aforesaid Bank Guarantee amount of Rs.-39,47,994 wrongly and illegally has been still withheld by Respondents.

Learned counsel for the petitioner prays that the instant petition be disposed of exactly in the same terms as



contained in judgment dated 14.09.2022 passed by this Court in **Civil Writ Jurisdiction Case No.13024 of 2022, titled as M/s. Raghoji House of Distribution Vs. The State of Bihar & Ors.**

No objection to such prayer being allowed.

In the instant case, allegedly, Petitioner is not being paid the dues/Bank Guarantee for the work of installation/replacement of single phase and three phase electric meters in the premises of unmetered consumers/persons and consumers with defective meters in the Electric Supply Circle namely Samastipur, Muzaffarpur and Saran (Chhapra) under Respondent Bihar State Power (Holding) Company Limited, pursuant to Letter No. Com/Tender-43/2012/1097 dated 4.07.2012.

Petitioner made repeated requests to the authorities concerned.

There is no response to the petitioner's request.

The dispute still survives and petitioner's request for clearance of dues remains pending.

Well, without going into the merits of the issues, on all counts, the dispute could have been resolved in terms of the Bihar State Litigation Policy, 2011.



In M/s. Raghoji House of Distribution (Supra), We

had passed the following observations and directions:-

“5. We also notice that even in those cases where the parties are governed by the Dispute Resolution Mechanism, provided in terms of the agreement(s) or statutes, parties are forced to litigate endlessly before different legal foras, be it this Court or the statutory Tribunals.

6. We see no reason as to why the respondent State does not apply and take recourse to the mechanism provided under its own policy termed as the “Bihar State Litigation Policy,2011”. We also see no reason as to why the respondent State does not resort to the provisions of Section 89 of the Code of Civil Procedure, 1908.

7. Unfortunately, parties are made to run from pillar to post, and as we have noticed, it is only where the officers of the State are interested, be it for whatever reason and consideration, that case of few favoured individuals are settled and issues resolved, leaving the significant majority to litigate.

8. The instant case, in our considered view, is the best example where the officers and the officials of the State are found to have been lacking in adhering to the litigation policy, even worse, responding to the petitioner’s request made in terms of written communications. For the purposes of setting up a stall as part of Krishi Pradarshani, during the Sonapur Mela, petitioner’s services were availed. He erected a tent and submitted his bill for which only part payment was released.

9. Petitioner claims the outstanding amount to be Rs.21,67,056. The District Agriculture Officer, Saran, Chapra, the concerned officer, has already forwarded favourably, request for release of the amount, to the higher authorities. This is vide communication dated 17.08.2019. Unfortunately, the superior officers slept over the matter and despite petitioner’s repeated request and reminders, and the last one being on 01.07.2022 (Annexure-3), no action



stands taken, forcing initiation of current proceedings.

10. The Litigation Policy does state that-

“1.1 (b) Responsible litigant means:

a. That litigation will not be resorted to for the sake of litigating.”...

... “1.2 This Policy is also based on the recognition that it is the responsibility of the Government to protect the rights of the citizens, to respect fundamental rights and that those in charge of the conduct of Government litigation should never forget these basic principles.”

“1.3 The twin underlying objective of this Policy is to reduce pressure on the overloaded judiciary and expedite dispensation of justice...”

“IV.PREVENTION/CONTROL OF AVOIDABLE LITIGATION

A

4.A Setting up Grievance Redressal System

4.A (1). Very often the major causes of litigation involving the State Government are from arbitrariness in decision making or non application of mind or non-response/ improper response to representations made by employees, including retired employees/ parties. It is seen that in most cases in respect of service matters the cause of action arises out of relief not being given as per the Rules, Government instructions or policy decisions as are in force. It is also seen that in most cases before the matter reaches the Court the affected party undeservedly spends a lot of his time and effort over redressal of his grievance through normal administrative channels. In this situation all Departments of the State Government shall set up effective Grievance Redressal Committees in order to pre-empt a large number of avoidable litigation.

4. A(2). It shall be mandatory for employees, including those retired, to seek redressal, at the first instance, through this system before approaching the Courts.

4. A(3). A time limit of eight weeks or so may be fixed for deciding such representations.

4. A(4). Such Grievance Redressal Committees shall be set up in each Department at the State Level, District Level and Sub-Divisional Level and each of them shall have a Grievance Cell. All cases and issues at the request of the aggrieved party shall be reviewed to redress genuine grievances.

4. A(5) The Department Level Grievance Committee



shall be headed by the Principal Secretary/ Secretary of the Department concerned and shall meet once a month to review the efficiency of the Grievance Redressal System in the Department. Similarly at the District and Sub-Divisional Level, the Committee shall be headed by the District Magistrate or Sub Divisional Officer, as the case may be. The District Sub Divisional Level Grievance Redressal Committees shall meet once every month on the first Tuesday of each month; if this is a holiday, the Committee will meet on the next working day excluding "Janata ka Darbar" days, i.e., Mondays and Thursdays. Where it is found that certain Government instructions require to be reviewed, it shall refer the same to the State Level Empowered Committee. As seniority matters are a major source of litigations these shall be resolved expeditiously by the Department and seniority lists should be updated, printed and published regularly.”

“4.B. Quick Action on Representations/ Legal Notices

4.B(1). A legal notice is intended to alert the State to negotiate a just settlement or at least have the courtesy to tell the potential outsider why the claim is being resisted. Nowadays such notices have become a formality. When such a legal notice is served upon any Department asking for the relief the same should be decided expeditiously in accordance with the prevalent Rules/ Instructions and by a detailed speaking order. Timely response would avoid waste of public money and promote expeditious work in Court in cases which deserve to be attended to.”

(Emphasis supplied)

11. Though in relation to a Government employee, but in reference to the Litigation Policy, in **LPA No.1322 of 2018 titled as The District Manager, Bihar State Food and Civil Supplies Corporation Ltd. Begusarai v. Anuradha Devi & Ors.** disposed of on 01.02.2022, we had issued the following directions:-

“17. We notice that State has formulated a Litigation Policy with the avowed object of not only reducing litigation, saving avoidable cost on unproductive litigation, reducing avoidable load on judiciary with respect to Government induced litigation. This is in tune with the mandate of Article 39-A of the Constitution of India, obligating the State



to promote equal justice and provide free legal aid. In fact, by virtue of the clauses of the State Litigation Policy, the State is under an obligation to take steps to reduce litigation, wherever possible. Now, if the employees are not paid their dues within time, obviously, they are left with no remedy but to rush to the Courts.

18. Of late, litigation pertaining to employees of the State has increased more so on account of illegal actions. The action assailed is of mis-governance or avoidable omissions on the part of the Government. Why should the State force an employee/legal heir to litigate in a case where emoluments, which are undisputed, are not disbursed in time. An employee/legal heir has a constitutional right to receive the same within time, so also State is under a constitutional obligation and duty to disburse it within time.

19. In the light of the aforesaid discussion, we dispose of the appeal in the following manner:-

(a) The present Appeal stands dismissed upholding the the judgment and order dated 25.06.2018 passed by a learned Single Judge of this Court in **CWJC No.11609 of 2014 titled as Anuradha Devi Versus The State of Bihar & Ors.**

(b) The appellant shall positively pay the entire amount in terms of the impugned judgment to the writ petitioner, namely **Anuradha Devi**, within a period of three weeks from today, failing which she shall be entitled to interest @ 12% per annum. Appellant shall ensure the same, else the amount of interest shall be recovered from his salary. Affidavit of compliance shall be filed within two months from today.

(c) Joint Registrar (List) shall ensure supply copy of this order to all concerned. For compliance, matter be placed before the Court on 05.05.2022.

(d) The Chief Secretary to the Government of Bihar, shall ensure providing a mechanism, enabling the employees to vent out their grievances of non-disbursement of due and admissible wages/salaries/emoluments. One such mechanism being of setting up a 'Web Portal' at the level of the Principal Secretary/ Secretary of the concerned Department(s), where the employees can lodge their



grievances/complaints. Such grievances/ complaints shall be processed and adequately responded to within a period of reasonable period. This would facilitate speedy redressal of genuine grievances and prevent unnecessary litigation, clogging the wheels of administration of justice. Such endeavour shall only be in the spirit of Litigation Policy, framed by the State Government. We see great advantage in the use of information and technology. Not only it would result into effective and efficient redressal of grievances, if any, but also improve efficiency in the affairs of governance of the State, further instilling confidence and trust amongst the employees.

(e) Non disbursement of monetary benefits, except in the event of the dictum of law would entail consequences of recovery of the amount of interest from the delinquent officer incharge for such disbursement.”

(Emphasis supplied)

12. In this view of the matter, we are constrained to dispose of the present petition with the following direction(s):-

- (a) The Chief Secretary, Government of Bihar, shall issue appropriate directions to the heads of all the concerned departments ensuring expeditious, consideration of the claims/counter claims set up by the parties, including that of the State; disposal of requests/representations; and disbursement of money undisputedly found due and payable;
- (b) The person empowered and authorized to take such a decision be directed to have the needful done within a reasonable period which normally, unless the laws otherwise prescribes, should not be more than six months from the date of receipt of such claim;
- (c) In the event of the authority concerned sitting over the matter or not taking any action, appropriate action be taken/proceedings initiated against such person;
- (d) In so far as the instant case is concerned,



Respondent No. 2, namely, the Principal Secretary, Agriculture Department, Government of Bihar, Patna, is directed to have the petitioner's case examined and ensure early decision and disbursement of petitioner's legitimate dues payable under the work order. This, positively be done within a period of two months from today.

13. We may clarify that in the instant case, we have not adjudicated the claims on merits and leave it open for the authority concerned to take a decision in accordance with law.”

As mutually agreed, the instant petition stands disposed of in terms of judgment passed by this Court in **M/s. Raghoji House of Distribution (Supra)** and the directions contained therein shall also govern the instant case *mutatis mutandi*, to the extent possible.

In so far as the instant case is concerned,

(i) Respondent No. 3, namely, the Chief Engineer (Commercial), North Bihar Power Distribution Company Limited, Vidyut Bhawan, Bailey Road, Patna is directed to have the petitioner's case examined and ensure early decision and disbursement of petitioner's legitimate dues payable, if any, under the work order. As also consideration of all claims. This,



positively be done within a period of two months from today, failing which costs of Rs.5,000/- shall be paid to the petitioner to be recovered from the personal salary of the officer concerned.

(ii) Respondent No.1 namely, the Bihar State Power (Holding) Company Limited, Vidyut Bhawan, Bailey Road, Patna through Chief Managing Director shall ensure putting in place effective mechanism for grievance redressal. This must also be done on a digital platform. Also the general public be informed of availability and functioning of such mechanism.

(iii) Failure would result into initiation of proceedings for having deliberately violated the order and consequential action of stoppage of salary of the concerned officer.

(iv) All issues, on merit, facts and law, are left open to be decided by the decision making authority. However, such decision has to be in compliance of all principles of natural justice.

(v) Liberty reserved to the parties to initiate a fresh action, should the need so arise.

(vi) Respondent No.1 namely, the Bihar State Power (Holding) Company Limited, Vidyut Bhawan, Bailey Road, Patna through Chief Managing Director shall file an affidavit of



compliance of the order within a period of three months from today and on failure, Registry shall place the file on the judicial side.

(vii) Learned counsel for the respondents undertakes to immediately communicate a copy of this order, both to Respondent No.1 namely, the Bihar State Power (Holding) Company Limited, Vidyut Bhawan, Bailey Road, Patna through Chief Managing Director and Respondent No. 3, namely, the Chief Engineer (Commercial), North Bihar Power Distribution Company Limited, Vidyut Bhawan, Bailey Road, Patna. This he shall do by all modes.

Writ petition stands disposed of with the aforesaid observations and directions.

Interlocutory Application(s), if any, shall stand disposed of.

(Sanjay Karol, CJ)

(Partha Sarthy, J)

Amrendra/PKP

AFR/NAFR	
CAV DATE	
Uploading Date	28/11/2022
Transmission Date	

