



KARNATAKA LEGISLATIVE ASSEMBLY
SIXTEENTH LEGISLATIVE ASSEMBLY
TENTH SESSION

THE KARNATAKA SAKAALA SERVICES (AMENDMENT) BILL, 2026
(LA Bill No. 28 of 2026)

A Bill further to amend the Karnataka Sakaala Services Act, 2011.

Whereas, it is expedient further to amend the Karnataka Sakaala Services Act, 2011 (Karnataka Act 1 of 2012) for the purposes hereinafter appearing;

Be it enacted by the Karnataka State Legislature in the seventy-seventh year of the Republic of India as follows:-

1. Short title and commencement.- (1) This Act may be called the Karnataka Sakaala Services (Amendment) Act, 2026.

(2) It shall come into force at once.

2 Substitution of section 4.- In the Karnataka Sakaala Services Act, 2011 (Karnataka Act 1 of 2012) (herein after referred to as the Principal Act, for section 4, the following shall be substituted, namely:-

"4. Notification of services, designated officers, competent officers, appellate authority, stipulated time limits, rate of compensatory cost and rate of punitive cost.- The Government may within a period of three months from the date of commencement of the Karnataka Sakaala Services (Amendment) Act, 2026, by notification, amend the Schedule to add new services, designated officers of every public authority or Local Authority under each Secretariat Department, competent officer and appellate authority along with stipulated time limits within which the services are rendered under this Act, the rate and maximum amount of compensatory cost payable under section 9, and the rate and maximum amount of punitive cost, including any enhanced rate for a repeat offence, payable under section 13-B, and may by like notification amend or vary the entries in the Schedule, including the rate and maximum amount of compensatory cost and punitive cost so specified."

3. Substitution of section 9.- In the Principal Act, for section 9, the following shall be substituted, namely:-

“9. Liability to pay compensatory cost.- Every Appellate Authority or Competent Officer or designated officer or his subordinate public servant who fails to deliver or dispose the citizen related services or appeals of a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of twenty rupees per day for the period of delay subject to a maximum of five hundred rupees per application, in aggregate, or at such rate and subject to such maximum amount as may, from time to time, be specified in the Schedule, if there is no ban or restriction from the Government to provide the same.”

4. Insertion of new sections 13A and 13B.- In the Principal Act, after section 13, the following new sections shall be inserted, namely:-

“13-A. Revision and other powers of Government.- (1) Notwithstanding anything contained in section 12 or section 13, the Government may, at any time, of its own motion, for the purpose of satisfying itself as to the legality or propriety of any order passed by the Appellate Authority under section 12 or section 13, where the case discloses gross injustice to the citizen or to the public servant concerned, withdraw to itself any such proceeding pending before, or decided by, the Appellate Authority, at any stage, and pass such order thereon as it deems fit, or remit the proceeding for disposal in accordance with such directions as it may issue:

Provided that, no order under this sub-section prejudicial to any person shall be passed without giving such person a reasonable opportunity of being heard.

Provided further that, no proceeding shall be initiated under this section after the expiry of three months from the date of the order sought to be revised.

(2) Where, on revision under this section, it is established that the service to the citizen was delayed or was otherwise deficient, and that the citizen was, on this account, wrongly denied compensatory cost, the citizen shall become eligible to receive compensatory cost, which shall be recoverable from the officer concerned in accordance with the provisions of this Act.

(3) An order passed under this section shall be final and shall not be called in question in any court.

(4) The Government may issue general or specific directions to any public authority or public servant for the purpose of avoiding delay or deficiency in the provision of citizen related services, and every public authority or public servant to whom such direction is issued shall comply with the same.

(5) The Government may issue general directions to any public authority or public servant for the improvement of business processes relating to the delivery of citizen related services, and for policy reforms bearing on the implementation of this Act.

(6) The administrative department entrusted with the administration of this Act may, for the purpose of carrying out the functions mandated under this Act, requisition the services of any public servant serving in any public authority, and such public servant shall, upon being so requisitioned, be deemed to work with the said administrative department for the said purpose, notwithstanding anything to the contrary contained in any other law or in the service rules applicable to such public servant.

13-B. Cost for malicious or vexatious complaint or grievance.- (1) Where the Competent Officer or the Appellate Authority, while inquiring into a complaint of default or a grievance under this Act, or the Government, while exercising its powers of revision under section 13-A over an order of the Appellate Authority, records a finding that such complaint or grievance was made maliciously or vexatiously, knowing it to be false or without any reasonable basis, or with the intent to malign a public servant or to pressure or blackmail another citizen, the authority so recording the finding may, by order in writing and for reasons to be recorded, impose on the citizen making such complaint or grievance a cost not exceeding such amount as may, from time to time, be specified in the Schedule:

Provided that no order under this section shall be passed without giving the citizen concerned a reasonable opportunity of being heard.

(2) Where a citizen has, upon a finding recorded under sub-section (1), already been visited with a cost on an earlier occasion, and is subsequently found, upon a like finding, to have made a further complaint or grievance maliciously or vexatiously, the cost imposable on such subsequent occasion shall not be less than the amount specified in the Schedule under sub-section (1), and may extend to such higher amount as may, from time to time, be specified in the Schedule for repeated offences.

(3) A cost imposed under this section shall be recoverable from the citizen concerned as an arrear of land revenue.

(4) An order imposing a cost under this section may be passed by the Competent Officer, the Appellate Authority, or the Government at any level of appeal or revision under this Act and shall be subject to the same provisions of appeal and revision under this Act as would apply to an order imposing compensatory cost.”

5. Substitution of section 18.- In the Principal Act, for section 18, the following shall be substituted, namely:-

“18. Bar of Jurisdiction.- No Civil court shall have jurisdiction in respect of any matter which the competent officer or appellate authority or Government, is empowered by or under this Act to determine.”

STATEMENT OF OBJECTS AND REASONS

It is considered necessary further to amend the Karnataka Sakaala Services Act, 2011 to,-

(a) empower the State Government to update the Schedule by notification to incorporate new citizen services, designate appropriate competent and appellate authorities, and modify time limits or cost structures;

(b) streamline the financial liability of defaulting public servants by capping the maximum compensatory cost payable for delayed service delivery at five hundred rupees per application;

(c) vest revisionary powers in the State Government, either suo motu or on application, to examine the legality and propriety of orders passed by lower authorities, thereby ensuring an overarching mechanism to rectify gross injustice;

(d) provide statutory remedy for citizens who are wrongly denied compensatory costs, ensuring recovery of the same directly from the defaulting public servant;

(e) curb the filing of false, malicious, or vexatious complaints by empowering authorities to impose appropriate penal costs on erring complainants, recoverable as arrears of land revenue; and

(f) bar the jurisdiction of Civil Courts explicitly in respect of matters falling within the statutory competence of the authorities empowered under the said Act, ensuring expeditious administrative finality.

Hence, the Bill.

FINANCIAL MEMORANDUM

There is no financial implication involved in the proposed Legislative measure at this stage.

D. K. SHIVAKUMAR
CHIEF MINISTER

M.K. VISHALAKSHI
Secretary
Karnataka Legislative Assembly

ANNEXURE

Extract from the Karnataka Sakaala Services Act, 2011 (Karnataka Act 1 of 2012)

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4. Notification of services, designated officers, competent officers, appellate authority and stipulated time limits.- The Government shall within a period of three months from the date of commencement of this Act, by notification, amend the Schedule to add new services, designated officers of every public authority or Local Authority under each Secretariat Department, competent officer and appellate authority along with stipulated time limits within which the services are rendered under this Act and may by like notification amend or vary the entries in the Schedule.

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9 Liability to pay compensatory cost.- Every Appellate Authority or Competent Officer or designated officer or his subordinate public servant who fails to deliver or dispose the citizen related services or appeals of a citizen within the stipulated time shall be liable to pay compensatory cost at the rate of twenty rupees per day for the period of delay subject to a maximum of five hundred rupees per application, in aggregate, if there is no ban or restriction from the Government to provide the same.

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13. Appeal by the aggrieved citizen.- (1) Any person, whose application is rejected under sub-section (2) of section 5 or who is not provided the service within the stipulated time, may file an appeal to the competent officer within thirty days from the date of rejection of application or the expiry of the stipulated time limit:

Provided that, the competent officer may admit the appeal even after the expiry of the period of thirty days if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

(2) The competent officer may order to the designated officer to provide the service within the specified period or may reject the appeal or may impose compensatory cost according to the provisions of section 9.

(3) An appeal against decision of competent officer shall lie to the appellate authority within sixty days from the date on which the decision was made:

Provided that, the appellate authority may admit the appeal even after the expiry of the period of sixty days if he is satisfied that the appellant was prevented by sufficient cause from filing the appeal in time.

(4) The appellate authority may order to the designated officer to provide the service within such period as he may specify or he may reject the appeal.

(5) If the designated officer does not comply with sub-section (1) of section 5, then the applicant aggrieved from such non-compliance may submit an application directly to the competent officer. This application shall be disposed of in the manner as if it is the first appeal.

(6) If the designated officer does not comply the order of providing the service under sub-section (2) of this section, then the applicant aggrieved from such non-compliance may submit an application directly to the appellate authority. This application shall be disposed of in the manner of appeal.

(7) The competent officer and the appellate authority shall while deciding an appeal under this section, have the same powers as are vested in civil court while trying a suit under the Code of Civil Procedure, 1908 (Central Act 5 of 1908) in respect of the following matters, namely:-

- (a) requiring the production and inspection of documents;
 - (b) issuing summons for hearing to the designated officer and appellant;
- and
- (c) any other matter which may be prescribed

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18. Bar of jurisdiction.- No Civil court shall have jurisdiction in respect of any matter which the competent officer or appellate authority is empowered by or under this Act to determine.