

Date: _____
TOPIC:

HOW TO IMPROVE PUBLIC SERVICE DELIVERY IN PAKISTAN

OUTLINE

→ Introduction

A succinct overview of public service delivery

→ Broad-based social services versus targeted transfers and subsidies

Short-term strategies to improve public service delivery in Pakistan

→ More focus on broad-based social services and less on targeted transfers and subsidies

→ Promoting innovative ideas in public service delivery — home delivery of public services

→ Staving off the menace of red tapism

→ Minimizing the information gap between public services servants and public

→ Establishing platforms at district

and Taluka level to register the complaints and record the response of the commoners

→ Ensuring and encouraging the rule of law

Long-term strategies to enhance the public service delivery in Pakistan

→ Decentralization and devolution of power through local government system

→ Building basic infrastructure country-wide especially in the countryside

→ Stamping out the scourge of elite capture from the country

→ Improving governance dilapidated governance system

→ Adopting and utilizing the state-of-the-art technology for public service delivery — Internet of things

→ By bringing and pursuing institutional reforms

→ Suitable incentive mechanism

to frontline service providing officials

→ Effective and judicious recruitment of public official

→ Optimum combination of top-down and bottom-up approach

→ Competition among service providers: multiple choices for the people

→ Conclusion
