

## **Abstract**

In a major departure from the commonly held view that service delivery is inextricably linked with the concomitant development and empowerment of local government, the authors find that this widely held view is only partially true in the Pakistani context. Contrary to the existing paradigm, a data driven revision to the existing model is presented and argued that the quality of local government is not the most deterministic variable of service delivery in Pakistan. The authors identify human resource as the most important element whose motivation, competence and service orientation would improve service delivery. Specifically, the criticality of front-end bureaucrats, in BS 1-16, in determining as to what makes people's lives difficult is highlighted.