

## **Retooling Governance for Improving Public Service Delivery: Case Study of Right to Public Services Commission, Khyber Pakhtunkhwa, Pakistan**

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The ‘mantra’ of governance has overwhelmed the social scientists to mitigate the politicization of institutions and accelerate total factor productivity. This paper aims to analyse and decipher a research puzzle that what and how good governance can be identified within the context of a developing country like Pakistan. It explains the operationalization perspective of good governance that how the output and outcome of public policies can be enhanced by adopting different governance tools. We present the case of Right to Public Services Commission in the province of KPK, where it has evinced improvement in public service delivery. A case study approach has been adopted while using qualitative tools of interviews and focus group discussions with different stakeholders. The findings in this study contribute to the debate that awareness and access to information is an empowerment to good governance.

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