Social and infrastructure services have expanded significantly in Latin America since the early 1980s. But the poor continue to experience coverage gaps and poor-quality services. The authors of *Citizens, Politicians, and Providers: The Latin American Experience with Service Delivery Reform* argue that access and quality issues are closely tied to the behaviors of both the people providing services and those seeking them. Are the former accountable to the latter?

Building on the accountability framework developed in the World Bank’s *World Development Report 2004: Making Services Work for Poor People*, this study analyzes how two decades of political, administrative, and social transformations have changed accountability relations in Latin American countries. It describes how democratization, decentralization, privatization, and civil society participation have improved service delivery and identifies the causes of service failures.

By shedding light on the factors constraining delivery of the most essential services to the most vulnerable populations, *Citizens, Politicians, and Providers* provides guidance to policymakers and development practitioners on how to shape public action to get better-quality services for all.