

My Walk My Right Campaign

Footpath Complaint Analysis Report

February – March 2026

1. Background

This report presents a detailed analysis of footpath-related complaints filed under the ‘My Walk My Right’ campaign in Pune. The data covers 302 complaints filed between February 20 and March 16, 2026, across 5 ward offices in Pune. The complaints were submitted through three platforms — PMC Care App, Twitter/X, and WhatsApp Bot — by four volunteers.

The campaign was launched in light of the important judgment of the Hon’ble Supreme Court (S. Rajaseekaran vs. Union of India WP(C) 295/2012)¹ which while reiterating that “the right to have footpaths or footways which are in good condition is certainly an essential part of Article 21 of the Constitution of India” directed States to “evolve their own policies for ensuring that proper footpaths and footways are available for the benefit of the pedestrians”. Thereafter the Government of Maharashtra issued a GR² requiring, among other things, that all municipal corporations **must ensure that complaints on footpaths, encroachments, and pedestrian facilities are resolved within 15 days**.

The main goal of the campaign is to ensure that Pune's footpaths are safe, accessible, and free from obstructions. This report highlights the nature of complaints, where they came from, how quickly they were resolved, and which complaints took more than 15 days to get a response.

2. Key Numbers at a Glance

Metric	Details	Count / Value
Total Complaints Filed	All wards combined	302
Date Range	Feb 20 – Mar 16, 2026	~25 days
Volunteers Involved	Shristi, Lavanya, Shreeya, Aanya	4
Platforms Used	PMC Care App, Twitter/X, WhatsApp Bot	3
Aggregate Resolved Complaints	Received any official response	114 out of 302

¹ https://api.sci.gov.in/supremecourt/2012/20376/20376_2012_3_42_61694_Order_14-May-2025.pdf

²

<https://gr.maharashtra.gov.in/Site/Upload/Government%20Resolutions/English/202511101119477225.pdf>

Active In-Process Complaints		59
Remaining Pending or Rejected Cases		129
Resolved within 15 Days	Quick response received	23
Ward Offices Covered	Aundh-Baner, Kothrud, Shivajinagar, Bhavani Peth, Kasaba Peth	5

This table shows that 114 complaints have reached full resolution, while 59 remain in the active "in-process" stage. This indicates that 173 complaints, or approximately 57% of the total volume, have successfully entered the municipal administrative workflow, leaving a deficit of 129 complaints (43%) that are either awaiting initial processing, have been rejected, or are stuck.

3. Complaint Platforms Used

Volunteers used three different platforms to file complaints with PMC. Here is the breakdown:

Platform	No. of Complaints	% of Total
PMC Care App	140	46 %
Twitter/X	86	29 %
WhatsApp Bot	76	25 %
TOTAL	302	100 %

The PMC Care App was the most used platform, accounting for nearly half of all complaints. This shows that digital tools are effective for civic reporting when properly adopted.

4. Complaints by Ward Office

The distribution of complaints across Pune's municipal geography reveals that infrastructure failure is not a localized anomaly but a systemic urban condition. The complaints were spread across five primary ward offices: Aundh-Baner, Kothrud-Bawdhan, Shivajinagar-Ghole Road, Bhavani Peth, and Kasaba Vishrambag Wada.

Analysis of the grievance density suggests that newly developed and high-traffic suburban corridors face the greatest pressure on pedestrian infrastructure.

Ward Office	No. of Complaints	% Share
Aundh - Baner Ward Office	79	26 %
Kothrud - Bawdhan Ward Office	78	26 %
Shivajinagar - Ghole Road Ward Office	49	16 %

Bhavani Peth Ward Office	48	16 %
Kasaba Vishrambag Wada Ward Office	48	16 %
TOTAL	302	100 %

5. Main Types of Complaints

After reviewing all 302 complaints, they were grouped into the following main categories. Many complaint descriptions used different words for the same problem (e.g., 'broken footpath', 'damaged footpath', 'cracked slabs'), so these were combined for a clearer picture.

Issue Category	No. of Complaints	What It Means
Broken / Damaged Footpath	124	Cracked tiles, damaged slabs, uneven surface
Garbage / Debris on Footpath	60	Waste, rubble, debris dumped on footpath
Other / Miscellaneous Issues	49	Uneven surface, construction, open manholes, etc.
Blocked Footpath	23	Footpath completely blocked, impassable
Vehicles Parked on Footpath	22	Two-wheelers, cars blocking footpath
Encroachment	16	Shops, hawkers, vendors on footpath
Drainage / Sewage Issues	5	Open drains, uncovered manholes near footpath
Tree / Vegetation Issues	3	Fallen trees or branches blocking footpath
TOTAL	302	

Key Finding: Broken and damaged footpaths make up the single largest category, 41% of all complaints. This is a structural problem that needs urgent attention and long-term investment in footpath maintenance.

6. Response & Resolution Analysis

The core metric for municipal accountability in this audit was the adherence to the 15-day resolution window mandated by the Maharashtra Government. The findings suggest a disparity between the "on-time" resolutions and the broader backlog of unresolved issues.

Out of 302 complaints filed, 114 reached full resolution, while 59 remain in the active "in-process" stage. Of all, **only 23 complaints were resolved within 15 days (on time)** showing compliance with the GR.

A. Complaints Resolved Within 15 Days

Issue Type	Area	Ward	Date Filed	Response Date	Days Taken	Resolution
Garbage on Footpath	Gokhalenagar	Shivajinagar - Ghole Road	20 Feb	4 March	12 days	Garbage cleared
Debris and bricks dumped on footpath	Gokhalenagar	Shivajinagar - Ghole Road	20 Feb	4 March	12 days	Debris cleared
Debris on footpath	Model Colony	Shivajinagar - Ghole Road	20 Feb	23 Feb	2 days	Debris removed
Dried leaves on footpath	Model Colony	Shivajinagar - Ghole Road	20 Feb	23 Feb	2 days	Leaves removed
Broken footpath	Rambagh Colony	Kothrud - Bavdhan	22 Feb	2 March	8 days	Footpath repaired
Vehicles parked on footpath	Rambagh Colony	Kothrud - Bavdhan	22 Feb	2 March	8 days	Footpath cleared
Blocked footpath (big rocks and generator)	Ravivar Peth	Bhavani Peth	23 Feb	28 Feb	5 days	Complaint rejected
Debris on footpath	Ravivar Peth	Bhavani Peth	23 Feb	24 Feb	1 day	Complaint rejected
Footpath blocked by power generator	Sadashiv Peth	Kasaba - Vishrambag Wada	26 Feb	27 Feb	1 day	Complaint rejected
Broken footpath by tree roots	Sadashiv Peth	Kasaba - Vishrambag Wada	26 Feb	27 Feb	1 day	Complaint rejected
Broken footpath	Sadashiv Peth	Kasaba - Vishrambag Wada	26 Feb	27 Feb	1 day	Complaint rejected
Garbage on footpath	Shivkrupa Building	Aundh - Baner	26 Feb	1 March	3 days	Garbage picked up
Garbage on footpath	Shivkrupa Building	Aundh - Baner	26 Feb	11 March	13 days	Garbage picked up
Damaged footpath	Rambagh Colony	Kothrud - Bavdhan	23 Feb	27 Feb	4 days	Footpath repaired
Broken footpath	Mayur Colony	Kothrud - Bavdhan	12 March	27 March	15 days	Footpath repaired
Vehicles parked on footpath	SB Road	Shivajinagar - Ghole Road	20 Feb	2 March	10 days	Parked vehicles removed

Broken footpath	Royale Enclave	Bhavani Peth	24 Feb	4 March	8 days	Footpath repaired
Garbage on footpath	Royale Enclave	Bhavani Peth	24 Feb	2 March	6 days	Garbage picked up
Broken footpath	Chaitanya Nagar	Kothrud - Bavdhan	12 March	27 March	15 days	Footpath repaired
Broken footpath	Chaitanya Nagar	Kothrud - Bavdhan	12 March	27 March	15 days	Footpath repaired
Broken footpath	Chaitanya Nagar	Kothrud - Bavdhan	12 March	27 March	15 days	Footpath repaired
Open Drain	FC Road	Shivajinagar - Ghole Road	21 Feb	27 Feb	8 days	
Footpath blocked by hoarding	Lt. Narayan Sangaji Borate Road	Aundh - Baner	14 March	23 March	9 days	

In Model Colony, complaints CB17068 (lifting debris) and CB17070 (dried leaves) were resolved in just 3 days. Similarly, a broken footpath in Rambagh Colony (PC33064) was repaired within 8 days of filing. These successes demonstrate that when the ward office triages complaints effectively, the 15-day window is entirely achievable.

B. Rejected and In-process Complaints

Complaints regarding "Vehicles parked on the footpath" (22 instances) and "Encroachment" (16 instances) faced the highest rates of rejection. In Rambagh Colony, complaint PC33067 regarding scooters blocking the narrow footpath was explicitly rejected. Similar outcomes were recorded for PC33203 in Ravivar Peth and CB17153 in Rambagh Colony. The rejection of these grievances reveals a fundamental jurisdictional friction: the PMC Ward Offices often claim they lack the authority to tow vehicles, while the Traffic Police do not actively monitor pedestrian zones for parking violations. This "enforcement gap" leaves pedestrians with no recourse for one of the most common forms of footpath obstruction.

The rejection of grievances related to encroachment and parking (e.g., PC33067, PC33206) represents a failure to uphold the constitutional protections cited in the S. Rajaseekaran case. By failing to clear footpaths of vehicles and commercial stalls, the municipal corporation is effectively privatizing public pedestrian space, thereby violating the citizens' "Right to the City."

The exercise also identified a trend where "structural" complaints were more likely to remain "In-process" compared to "operational" ones. For example, in Mayur Colony, multiple complaints for "broken footpath" (PC34400, PC34399, PC34398) were marked as "Inprocess," while garbage clearance tasks in the same area were closed relatively quickly.

7. Top Areas with Most Complaints

Several specific locations had a high concentration of complaints, suggesting hotspots that need priority attention from PMC.

Area / Location	No. of Complaints	Ward
Rambagh Colony	36	Kothrud - Bawdhan
Lt Narayan Sangaji Borate Road	30	Kasaba Vishram Bagwada
Mayur Colony	15	Kothrud - Bawdhan
Chaitanya Nagar	15	Bhavani Peth

Model Colony	13	Shivajinagar - Ghole Road
Shivkrupa Building area	13	Aundh - Baner
Gokhalenagar	12	Shivajinagar - Ghole Road
Ravivar Peth	12	Bhavani Peth
Sadashiv Peth	12	Kasaba Vishram Bagwada
Sadanand Nagar	12	Kasaba Vishram Bagwada

8. Key Findings & Observations

Finding 1: Broken Footpaths are the #1 Problem

More than 40% of all complaints are about broken, cracked, or damaged footpaths. This is a structural and maintenance issue. Simply patching up footpaths after complaints is not enough — PMC needs a preventive maintenance schedule.

Finding 2: Most Complaints Have No Response Yet

A significant number of complaints — **129 out of 302 complaints (42.7%)** — are remaining pending or have been rejected by PMC. This is concerning and suggests either a backlog in processing, or that the response tracking system is not being consistently updated.

Finding 3: Response Delays Exceed 15 Days in Several Cases

Only 23 complaints received responses within 15 days. The longest delay being 33 days. In many cases, the complaints were eventually resolved, but the delay is a problem. Citizens should not have to wait more than a month for basic footpath fixes.

Finding 4: Encroachment and Vehicle Parking Are Repeat Issues

Together, encroachment and vehicles illegally parked on footpaths account for 38 complaints. These are not one-time issues — they recur unless proper enforcement is done. PMC needs regular patrolling and awareness drives.

Finding 5: PMC Care App is the Most Effective Channel

The PMC Care App received the most complaints (140), which shows it is the most accessible tool. Investing in improving this app's usability and response tracking can make a big difference.

Finding 6: No Physical Verification Recorded

The column for 'Resolution physically verified' in the data has no entries at all. This means there is currently no process to confirm on the ground that the issue was fixed. Physical verification should be a mandatory step.

9. Recommendations

- Set up a 15-day SLA (Service Level Agreement) for all PMC footpath complaints, with automatic escalation if not resolved in time.
- Introduce mandatory physical verification before closing a complaint. Photo evidence should be required.
- Conduct regular anti-encroachment and no-parking drives on footpaths.
- Improve the PMC Care App to show real-time complaint status and expected resolution date to citizens.
- Use this data to plan a city-wide footpath audit and allocate repair budgets to the most affected wards.
- Ensure complete and uncropped photo uploads in the PMC Care App. The app must allow users to upload and submit full, uncropped images so that the entire extent of an issue — such as a damaged or obstructed footpath — is clearly visible to the reviewing officer. Clear and complete visual evidence strengthens the credibility of complaints and enables quicker, more effective action.
- The WhatsApp Complaint Centre should require or prompt users to attach photos when filing complaints, as visual evidence is critical to verify issues and ensure they are not dismissed or incorrectly marked as resolved.
- Users should be able to call back PMC officials or access a reliable helpline/contact number for follow-ups, as missed calls currently lead to delays and lack of communication.
- Complaints raised on Twitter should receive timely, non-generic responses with clear follow-up and resolution updates to ensure the platform functions as an effective grievance channel.

10. Conclusion

The My Walk My Right campaign has successfully documented 302 footpath issues across Pune in a short period, showing the scale of the problem. The data clearly shows that Pune's footpaths need urgent attention — from structural repairs to encroachment removal to better enforcement. With only 23 complaints being resolved within 15 days, there's clearly the need for a stronger complaint resolution mechanism within PMC.