


# Inclusive Climate Action Bengaluru Case Study

A Global Green New Deal Initiative, 2022-2025



**Bengaluru's participatory approach to integrating Inclusive Climate Action in strengthening its waste management is through improving the lives of all its frontline workers.**

## WHAT ARE BENGALURU'S CHALLENGES?

Waste management is one of the critical sectoral priorities identified in the city's [Climate Action Plan](#). The primary challenge in waste management is the predominantly informal workforce, for whom low wages, a lack of security, and inadequate recognition are the norm. A majority of these workers operate on the frontlines, often in unsafe conditions and with constant exposure

to risks. Without integration into formal systems, they remain vulnerable to both economic shocks and climate impacts despite their outsized role in meeting urban climate targets. A just urban transition to a low-emissions, energy-efficient, and resilient future for the sector is impossible without centring these frontline workers.

## WHAT WAS BENGALURU'S APPROACH TO ICA?

### 2022: Launch of the ICA pilot

Bengaluru became the first city in South and West Asia to join C40's Inclusive Climate Action (ICA) programme, piloting a participatory approach to deliver strengthened, inclusive, and sustainable waste management practices while addressing the city's climate action goals.

### 2023: Baseline assessment of Bulk Waste Generators

The city undertook a [baseline assessment](#) of the waste value chain of Bulk Waste Generators (BWGs), which contribute nearly 40% of the city's waste, to help create engagement plans for each stakeholder group in climate action dialogues. This assessment included stakeholder mapping and vulnerability assessment.

### 2024: Participatory design and pilot

Using participatory design, the city developed a monitoring and evaluation framework and trained 105 frontline workers in one Zone. The city also enhanced the capacity of 15 Indian cities through a [national workshop](#) on Participatory Practices for Inclusive Climate Action.

### 2025: Scale up and sustaining the ICA interventions

The training expanded across five zones, to 534 waste workers and officials. To sustain this, city officials were trained to take on the training themselves. The city also conducted a structured Social Dialogue process with 72 frontline workers, surfacing ground-level challenges. This helped co-create solutions to improve working conditions, service delivery, and resilience.



Training sessions



Bengaluru best practices showcase

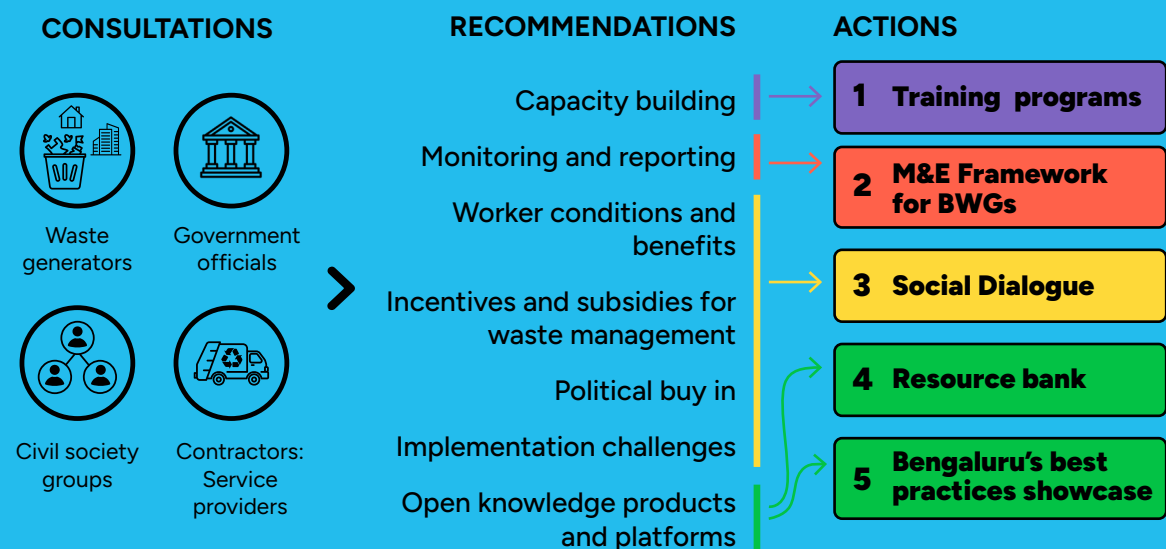


Focus group discussions to inform social dialogue



Social dialogue

## PARTICIPATORY APPROACH TO ARRIVE AT ICA INTERVENTIONS



## OUTCOMES

- 120** Stakeholders engaged in the participatory workshops and interviews
- 100+** Stakeholders engaged including 31 city officials from 15 Indian cities to embed social inclusion in climate programmes
- 639** Junior Health Inspectors (JHI), Marshals, Contractors, Waste Collection Staff, and Link Workers (providing essential services to 8.5 million residents) trained
- 72** Workers (Waste Pickers, Marshals and Link Workers) engaged in a consultative Social Dialogue

## OUTPUTS

- 1. Waste worker training modules
- 2. Facilitator's guide
- 3. [Knowledge Product: ICA in Practice](#)
- 4. [ICA Participatory Approaches in Waste Management: An implementation guide for Indian cities](#)

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We now have information on the legal provisions that our employer needs to provide us, and this is helpful. The session was delivered to us in Bengali, a language that most of us speak. This made us feel good and cared for.

- **Waste collection staff, Bommanahalli Zone**

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Effective, sustainable solid waste management requires seamless collaboration among our frontline teams. The capacity-building process enabled Marshals, Junior Health Inspectors and Link Workers to share field experiences and jointly refine strategies for decentralised waste systems.

- **Snehal Rayamane, East Zone Commissioner, BBMP**

## WHAT WERE THE KEY INGREDIENTS OF SUCCESS?

Bengaluru has successfully built stronger and fairer waste management systems by centering waste workers and equity in climate governance, supporting local leadership, and institutionalising participatory approaches in climate action delivery.



This work has been possible in collaboration with:



Climate  
Action Cell



Training design,  
implementation and capacity  
building (2023 - 2025)



ICA workshop (2024) and  
Social dialogue (2025)



Communication  
partner