

Transparency and Integrity Framework and Grievance Redressal Mechanism for Carbon by Grow Indigo

Introduction

Our Carbon Program is built on openness, responsibility, and respect for both people and the planet. We work with farmers, local communities, buyers of carbon credits, standards bodies, rating agencies, and auditors to ensure that every action we take is clear, traceable, and fair. Our goal is to deliver high-quality carbon credits that truly benefit the environment and the people who rely on it.

Science as Our Backbone

We rely on strong scientific methods at every step of our process. Our team follows rigorous protocols so that each carbon credit represents a real impact of greenhouse gas (GHG) emission reduction or removal (ERR). By using field data, published research, and proven tools, we ensure that our carbon projects lead to actual climate benefits—and that these benefits can be measured and verified.

Ensuring Data Transparency

We use a digital system for monitoring, measurement, reporting, and verification (d-MRV) to track every credit from start to finish. This makes the story behind each carbon credit easy to follow:

Monitoring: We keep close watch over project activities and impacts.

Measurement: We collect and analyze data to quantify ERRs and co-benefits.

Reporting: We respond to findings in clear and understandable manner.

Verification: We work with independent 3rd parties to check that our numbers and claims are correct and aligned with accepted standards.

Throughout this process, we maintain evidence and documentation so that anyone reviewing our program can easily trace the path from ERR to credit issuance and retirement.

Safeguards and Engagement

Safeguards are policies and procedures designed to identify, prevent, or reduce negative environmental and social impacts. In our view, they are as important as climate impact, because they protect people, promote fairness, and ensure project success over the long run.

Environmental and Social Safeguards: We integrate these safeguards into the design, implementation, and monitoring of each project. This helps us prevent harm to communities, protect biodiversity, respect land tenure, and ensure fair benefit sharing.

Risk Management: We integrate risk assessments and mitigation plans into each stage of our project—design, implementation, and monitoring. This approach helps us address any challenges that arise, keeping projects effective and beneficial.

Inclusion and Participation: We involve local people—especially farmers—in planning and decision-making. Their input shapes how we design and refine our projects.

Non-Discrimination and Equality: We treat everyone fairly, regardless of gender, caste, religion, or other personal characteristics.

Grievance Redressal: We have a clear process for handling complaints or disputes. Communities can raise concerns safely and be assured that we will address them promptly and fairly.

Regular Consultations: We hold regular stakeholder meetings to spread awareness of our program, gather feedback, which we use to continually improve our programs and maintain strong relationships with everyone involved.

Rule of Law: We follow local and international laws and regulations, respecting land rights and legal frameworks.

We want our Carbon Program to be fair and open to all. By embedding safeguards from the start, we reinforce the credibility of carbon markets while also fostering trust among stakeholders.

Sharing the Benefits

A core principle of our work is that farmers and local communities should receive real benefits from carbon projects. These can be direct payments, training programs, or other supportive measures. By fairly distributing the rewards of climate-friendly practices, we help build stronger livelihoods and local economies.

Conclusion

Our Carbon Program is committed to integrity, clarity, and responsibility at every stage. Through strong science, transparent data, and a deep commitment to safeguards and community engagement, we aim to deliver carbon credits that benefit both the climate and the people who sustain it. We invite all stakeholders to review our framework, ask questions, and help us keep improving so that we can uphold the highest standards in carbon markets.

Grievance Redressal Mechanism for Carbon by Grow Indigo

We believe in fairness, transparency, and listening to the concerns of everyone involved in our Carbon Program—whether you are a farmer, local community member, employee, partner, auditor, or any other interested party. This Grievance Redressal Mechanism ensures that any questions or complaints are handled quickly and responsibly.

Who Can Submit a Grievance or a feedback

Any individual or organization with an interest in our program—including farmers, local communities, partners, employees, auditors, and other stakeholders—can submit questions or complaints at any time.

What You Can Report

You can raise issues related to:

- Ethics and compliance (e.g., conflicts of interest, unfair practices)
- Code of Conduct matters (e.g., misconduct, harassment)
- Project implementation (e.g., field-level practices, community interactions)
- Concerns about fairness, confidentiality, or other important topics

How to Submit a Complaint

There are three main ways to reach us:

1. *Email:* Write to us at grievance@growindigo.co.in. Please include the word “Complaint” in the subject line.
2. *Online Form:* [Grievance Redressal Form](#)
3. *For program registered farmers:* <https://carboncare.growindigo.co.in/>

What to Include in Your Complaint

1. *Your Name* (and your organization’s name, if relevant)
2. *Contact Information* (phone number or email)
3. *Details of the Complaint* (what happened, when, and who was involved)
4. *Any Other Relevant Information* (documents, photos, or anything that helps to explain the issue)

Our Review Process

Acknowledgment: We will confirm receipt of your complaint/feedback within **2-5 working days** (if submitted by email or online).

Investigation: An appropriate team member or committee will examine the complaint. This may involve consulting external experts or conducting interviews if needed. We aim to complete this review within **4-5 working weeks**.

Response: We will respond with a written reply detailing our findings and actions within **7 working days** after the review is done. To ensure amicable resolution to all grievances in a manner that is culturally appropriate.

In case any grievances that are not resolved by amicable negotiations shall be referred to mediation by a neutral third party.

Any grievances that are not resolved through mediation shall be referred either to a) arbitration, to the extent allowed by the laws of the Indian jurisdiction or b) competent courts of India, without prejudice to a party's ability to submit the grievance to a competent supranational adjudicatory body, if any.

Appeal Process

If you are not satisfied with our response or the steps we have taken, you can request a second review.

Confidentiality

All information you provide in your complaint will be kept confidential. We value your privacy and will not disclose your details to anyone outside the review process without your permission.

Continuous Improvement

We welcome your feedback and suggestions on how to strengthen our compliance program. Your input helps us maintain integrity and high standards in all our carbon project activities.

Thank you for helping us maintain an open, transparent, and fair Carbon Program. If you have any questions or need more information about this process, feel free to contact us at any time.

Policy Approval

This Policy has been approved by the executive management team and is effective from 01 April 2025.

Document history

Version	Date	Description	Status
1.0	31-03-2025	Transparency and Integrity Framework for Carbon by Grow Indigo	Approved
1.1	06-02-2026	Updated the email id to grievance@growindigo.co.in	Approved

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