

24.09.20225

To
Chief Commissioner
Central Consumer Protection Authority
Department of Consumer Affairs
Ministry of Consumer Affairs, Food and Public Distribution

Sub: Ref: Advisory CCPA-1/1/2023-CCPA dated June 05, 2025 issued by the Central Consumer Protection Authority

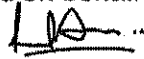
Dear Madam/Sir,

In reference to the Advisory CCPA-1/1/2023-CCPA dated June 05, 2025 ("**Advisory**") issued by the Central Consumer Protection Authority ("**CCPA**") under the Consumer Protection Act, 2019 on "*Self-Audit by E-Commerce Platforms for detecting Dark Patterns to create a fair, ethical, and consumer-centric digital ecosystem*", Eternal Limited ("**Zomato**") has undertaken the following actions:

(Zomato has carried out an internal assessment of its platform in line with the Advisory and the Guidelines for Prevention and Regulation of Dark Patterns, 2023 ("**Guidelines**") on a best-effort basis. As of September 24, 2025, this review indicates that Zomato is materially compliant with the Guidelines.

(Zomato remains committed to embedding consumer protection principles in its operations and will continue to engage with the Department of Consumer Affairs to build a transparent, responsible, and consumer-centric ecosystem.

For and on behalf of Eternal Limited


Rahul Arora (Sep 24, 2025 20:12:08 GMT+5.5)
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Designation: Authorized Signatory

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