

To,
Shri Anupam Mishra Ji
Joint Secretary
Department of Consumer Affairs,
Government of India

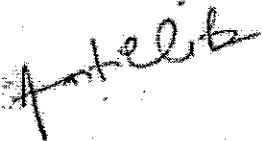
Subject: Compliance with the Advisory on Self-Audit for Dark Patterns

Respected Sir,

For the compliance to the Advisory issued by the Ministry under the Consumer Protection Act, 2019, dated 05 June 2025, regarding "Self-Audit by E-Commerce Platforms for detecting Dark Patterns to create a fair, ethical, and consumer-centric digital ecosystem", Swiggy Limited ("Swiggy") has taken the following action:

Swiggy has conducted the self-audit of its platform as per the understanding of the said advisory, Guidelines for Prevention and Regulation of Dark Patterns, 2023 ("Guidelines"), and the thirteen (13) identified dark patterns in the said Guidelines on a best-efforts basis. As of 4th September 2025, based on our internal audit, we affirm that Swiggy is materially in adherence with the Guidelines. We remain committed to the consumer protection principles and continue engaging with the Ministry for improving the overall consumer experience.

Thanking you,



Avantika Bajaj

Vice President-General Counsel

Swiggy Limited

Date: 22nd September, 2025



SWIGGY LIMITED

(formerly known as "Swiggy Private Limited" and "Bundl Technologies Private Limited") | CIN: U74110KA2013PLC096530

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