


Annexure 3

Root Cause Analysis report (RCA)	
1. Name of the Member Member Code:	Zerodha Broking Limited NSE: 13906; BSE: 6498, MCX: 56550
2. Reporting Officer details	
Name: Designation:	Pankathi H Jain Compliance Officer
3. Date and time of technical glitch incident Date of incident Time of Incident	27-11-2025 11:28 AM
4. Date and Time of recovery Date of recovery Time of Recovery Duration of the Incident	27-11-2025 11:42 AM 14 minutes
5. Incident Description & chronology of event (please use additional sheets if required)	<p>Order placement for a small set of users in one of our silos was affected due to temporary network issues between 11:28 AM and 11:42 AM. The network issue also caused intermittent delays in order status updates for the impacted clients.</p> <p>The issue was intermittent.</p> <p>The issue affected a specific set of users operating within a particular isolated "Silo" (OMS setup). Clients on other silos remained unaffected and experienced normal trading operations throughout this period.</p> <p>A Bulletin, IVR, and an app notification were shared with clients.</p>
6. Category of incident (hardware, software application, server, network, bandwidth, vendor-related, other-please specify)	Network

<p>7. Business Impact: Number and percentage of clients affected (duly certified by the Auditor)</p> <p>No. of complaints received</p> <p>No. of complaints resolved till RCA date</p> <p>Amount of claim made by complainant</p> <p>Amount of claim paid to complainant</p>	<p>Number and percentage of clients affected - Out of 1 million clients who traded the previous day, approximately 20,500 clients (2.05%) were impacted by the intermittent order placement and order status update issues. The remaining clients on other silos were unaffected.</p> <p>Complaints received - As of the date of filing this RCA, there are three exchange complaints across all segments. One complaint has been amicably resolved. The remaining two complaints, which were recently raised, are currently being pursued through the SEBI Scores system to amicably resolve the matter.</p> <p>Complaints resolved - All the client complaints via tickets and calls have been resolved as on the date of filing this RCA.</p> <p>Amount of claim made - The amount claimed by the complainants is approximately Rs. 8 lakhs as on the date of filing this RCA.</p> <p>Amount of claim paid - Verified customer claims amounting to about Rs. 28k have been paid.</p>
<p>8. Immediate action taken (Please give full details. Use additional sheets if required.)</p>	<p>To inform clients about the issue, a Bulletin, IVR message, and app notification were sent. A copy of these communications was shared along with the initial intimation email.</p> <p>The issue was resolved within 14 minutes.</p>
<p>9. Root Cause Summary (Pl attach the detailed Report separately)</p>	<p>Our trading infrastructure uses a primary-backup network link system from multiple vendors for connectivity to the exchanges. For the affected silo, the primary network link experienced packet drops during the incident window. The automated failover</p>

	<p>to the backup link is configured to activate upon complete line disconnection. Since the issue was intermittent packet loss rather than a complete outage, the failover mechanism did not trigger.</p> <p>As a temporary measure, traffic was manually routed through an alternate configuration that had been prepared as part of our disaster recovery framework.</p> <p>This routing change restored normal operations for the affected clients. The issue was isolated to the impacted silo only. The vendor RCA has been attached separately.</p>
10. Action taken to prevent such an incident in the future	<p>The packet drop issue on the TCL link has been resolved by switching to an error-free network path. Additionally, the fiber degradation issue was addressed by replacing the faulty component.</p>
<p>Name and Signature of Compliance Officer/CTO - Pankathi H Jain</p> <div style="text-align: center;">  </div> <p>Date: 09/12/2025</p>	

Non-Confidential