Annexure 4	
INTIMATION & SUBMISSION OF TECHNICAL GLITCH	
HEADERS	**DETAILS**

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1. Intimation of Incident **(T-day, within 1 Hour of the Incident)**	**1. Letter / Report Subject -**	**Reporting of technical glitch**
	Name of the Member --	**Zerodha Broking Limited**
	Member Code -	**NSE: 13906; BSE: 6498, MCX: 56550**
	2. Designated Officer (Reporting Officer details)	**Name: Pankathi H Jain**
	3. Date & Time of Incident	03-02-2026; 09:15 AM
	4. Exchanges on which Technical Glitch was encountered (NSE, BSE, MCX, NCDEX, MSEI)	NSE, BSE, MCX
	5. Intimation to clients about the Technical Glitch. (Please attach screenshots of communications to clients)	Bulletin, IVR, In app notification
	6. Additional Details about the Technical Glitch, if Any.	Some of our users experienced intermittent issues while fetching margin details in the order window, loading the positions page, and adding funds via UPI. Order placement, modification, and cancellation were not impacted. The impacted functionalities were available intermittently and were accessible with multiple retries during the issue window. Additionally, alternate options were available throughout: margin details could be viewed on the Funds page, positions could be viewed and managed via the Kite Backup platform on WhatsApp, and funds could be added using net banking. The issue was fully resolved at 09:42 AM.
2. Preliminary Incident Report (T+1 day)	**1. Date & Time of Incident & Incident duration (in Minutes)**	03-02-2026; 09:15 AM; 27 minutes
	2. Incident Description	Some of our users experienced intermittent issues while fetching margin details in the order window, loading the positions page, and adding funds via UPI intent flow. The impacted functionalities were available intermittently and were accessible with multiple retries during the issue window. Additionally, alternate options were available throughout: margin details could be viewed on the Funds page, positions could be viewed and managed via the Kite Backup platform on WhatsApp, and funds could be added using UPI collect flow and via net banking. Throughout the issue period, order placement, order modifications, and order cancellations were not impacted.
	3. Immediate action taken (provide brief details)	A Bulletin, IVR and an app notification were shared with clients to inform them about the issue. The issue was debugged and resolved within 27 minutes. Our team is currently in the process of identifying the root cause of the incident.

	4. Business Impact
	  i) Number of Clients Impacted
	  ii) Any other impact
		i. We are in process of quantifying the number of clients impacted since the issue involved multiple events. As stated earlier, order placement, order modification and order cancelation were unaffected. Of the 16 million clients on our platform, we received about 3600 calls and 440 tickets across all segments.
		
		ii. Further, there was no other impact.

	5. Were alternate trading channels available for clients (list all the alternate channels) **i) Was there a spike in traffic on the alternate channels available to clients? If yes, provide details.**	Since order placement, order modification and order cancellation were not impacted, there was no need for an alternate trading channel. Further, there were no spike in traffic.

	6. Was the issue caused or encountered by a third-party vendor or service provider?
	  i) Name of the third-party vendor or service provider and a brief description of the issue.
	  ii) Do you have a back-up vendor for the said services
		NA

	7. Was the issue encountered on the Exchange-provided environment? If Yes, kindly provide details of initimation and communication sent to the Exchnage.	NA

	8. Did you move operations to the Disaster Recover (DR) site? If, Yes, what was the Recovery Time?	NA
	9. Network Connectivity Issues / Hardware Issues / Software Issues / Human Error / Other (Please Specify (if more than one, please separate with commas))	Network Connectivity Issues