

Annexure 4

INTIMATION & SUBMISSION OF TECHNICAL GLITCH

HEADERS		DETAILS
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	03-09-2025; 9:37 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)	Kite Bulletin; Social Media
2. Preliminary Incident Report (T+1 day)	6. Additional Details about the Technical Glitch, if Any.	The data feeds on our mobile trading platform were down due to a network issue between 09:37 AM and 09:50 AM. The level 3 TBT feeds were working fine on the mobile app. Data feeds on Kite Web were functioning normally during this period. The issue did not impact order placement, order modifications, or order cancellations. A Kite Bulletin and social media update were shared with clients to inform them about the issue. The issue was fully resolved by 09:50 AM.
	1. Date & Time of Incident & Incident duration (in Minutes)	03-09-2025; 9:37 AM; 13 minutes
	2. Incident Description	The data feeds on our mobile trading platform (Kite Mobile) were impacted by a network issue between 09:37 AM and 09:50 AM. During this period, the data feeds on Kite Web were functioning normally, and the Level 3 TBT feeds on the mobile app also functioned normally. Throughout this period, order placement, order modifications, and order cancellations were not impacted. A Kite Bulletin and social media update were shared with clients to inform them about the issue.
	3. Immediate action taken (provide brief details)	The issue was debugged and resolved within 13 minutes. Our team is currently conducting a root cause analysis of the incident.
	4. Business Impact i) Number of Clients Impacted ii) Any other impact	i) A section of clients connected via mobile may have experienced the issue. However, since a majority of these clients were also simultaneously connected via Kite Web, where data feeds were functioning normally, the exact number of impacted clients cannot be quantified. We received approximately 850 calls and 650 tickets across all segments. ii) 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.	Yes. The following alternate channels remained available during the incident: Kite Web (data feeds were fully functional). Level 3 TBT feeds on the mobile app (continued to work normally). Order placement, modifications, and cancellations remained unaffected. Call & Trade desk was also available. 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 intimation 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