

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	27-11-2025; 11:28 AM
	4. Exchanges on which Technical Glitch was encountered (NSE, BSE, MCX, NCDEX, MSEI)	NSE
	5. Intimation to clients about the Technical Glitch. (Please attach screenshots of communications to clients)	Bulletin, IVR, App Notifications
	6. Additional Details about the Technical Glitch, if Any.	Order placement for a small set of users in one of our silos was affected due to temporary network issues. This also caused intermittent delays in order status updates. The issue was intermittent. Order placement on other exchanges were not affected. The issue affected only a particular set of users operating out of a particular isolated ""Silo"" (OMS setup). The issue has been resolved. A Bulletin, IVR and app notification were shared with clients to inform them about the issue.
2. Preliminary Incident Report (T+1 day)	1. Date & Time of Incident & Incident duration (in Minutes)	27-11-2025; 11:28 AM; 14 minutes
	2. Incident Description	Order placement for a small set of users in one of our silos was affected due to temporary network issues. This also caused intermittent delays in order status updates. The issue was intermittent. The issue affected a particular set of users operating out of a particular isolated "Silo" (OMS setup).
	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 14 minutes. Our team is currently coordinating with Sify to detect the root cause analysis of the incident.
	4. Business Impact i) Number of Clients Impacted ii) Any other impact	i. A small section of our clients were impacted by the incident. The number of unique users impacted by this incident were about 20.5k. We received about 1050 calls and 450 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.	The issue was intermittent. The users were able to place orders and modify/ cancel the orders post multiple retries even when the issue was ongoing. . The impacted users had the option of placing orders on BSE during the duration of the issue. 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	i. Preliminary analysis indicates the issue originated in exchange connectivity lines provided by Sify. A ticket has been raised with Sify, and we are awaiting their RCA. ii. All exchange connectivity lines have primary and backup line configurations (Airtel and TCL). Additionally, we have configured non-NEAT IDs with the multilock feature, enabling us to reroute orders from any silo to another if direct exchange connectivity from a particular silo is affected.
	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