


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	06-10-2025 12:41 PM
4. Date and Time of recovery Date of recovery Time of Recovery Duration of the Incident	06-10-2025 12:54 PM 13 minutes
5. Incident Description & chronology of event (please use additional sheets if required)	A segment of our users encountered delays in receiving status updates for the orders they placed. The issue was intermittent. The issue affected a particular set of users operating out of a particular isolated "Silo" (OMS setup). The issue was fully resolved by 12:54 PM. Kite Bulletin and in-app notifications were shared with clients.
6. Category of incident (hardware, software application, server, network, bandwidth, vendor-related, other-please specify)	Software application/Vendor-related

<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 14,500 clients (1.45%) were impacted by the intermittent order status update delays. The remaining clients on other silos were unaffected.</p> <p>Complaints received - As of the date of filing this RCA, there are two exchange complaints across all segments. We would like to bring to your kind attention that one complaint has been amicably resolved. Further, the preliminary assessment of the second complaint indicates no realized loss. This matter is currently being pursued through the ODR system.</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. 1.31 lakhs as on date of filing this RCA.</p> <p>Amount of claim paid - Verified customer claims amounting to about Rs. 53.1k 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 Kite Bulletin and an app notification were sent. A copy of these was also sent along with the initial intimation email.</p> <p>The issue was resolved within 13 minutes.</p>
<p>9. Root Cause Summary (Pl attach the detailed Report separately)</p>	<p>After conducting a thorough investigation, it was determined that the root cause of the incident originated from a combination of factors at OmneNEST's end (our exchange-empanelled RMS & OMS vendor)</p>

	that caused the RMS process to experience a spike in resource utilization due to the elevated volume of validation messages being processed through the RMS validation pipeline with group validation enabled. This caused order queue buildup and delayed intermittent status transmission. The issue was isolated to the impacted Silo, only affecting a small subset of users.
10. Action taken to prevent such an incident in the future	<p>1) RMS configuration optimization has been completed. As per OmneNEST's recommendation, group validation has been disabled across all silos.</p> <p>2) We have deployed our in-house RMS and OMS system, Enigma, on two silos and are in the process of gradually migrating to all remaining silos, reducing vendor dependency.</p>
<p>Name and Signature of Compliance Officer/CTO - Pankathi H Jain</p>  <p>Date: 20/10/2025</p>	

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