Annexure 4

INTIMATION & SUBMISSION OF TECHNICAL GLITCH

	HEADERS	DETAILS
2. Preliminary Incident Report (T+1 day)	**1. Date & Time of Incident & Incident duration (in Minutes)**	Downtime Start: Monday, 12 October 2026, 09:30 AM Downtime End: Monday, 12 October 2026, 10:25 AM Total Duration: 55 minutes Current Status: Resolved
	2. Incident Description	On 12 October 2026, between 09:30 AM and 10:25 AM, increased MongoDB response latency was detected through the existing proactive monitoring and alerting mechanism, impacting the response times of dependent application services. The incident was associated with a database query performance bottleneck that increased processing overhead under peak workload conditions. Impacting our Dynami mobile App.
	3. Immediate action taken (provide brief details)	To restore performance and maintain service stability, MongoDB infrastructure resources were scaled up by increasing CPU capacity by 4x and RAM by 2x. Permanent Corrective Action: Following the conclusion of trading hours at 3:30 PM, database query optimization was performed to address the underlying performance bottleneck and improve query execution efficiency. Post-remediation load testing was conducted to validate database performance under load and assess the effectiveness of the infrastructure scaling and query optimization measures.
	4. Business Impact **i) Number of Clients Impacted**	Aprox 11 customer complain recived
	ii) Any other impact	NO
	5. Were alternate trading channles 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.**	During the incident LEAP app, website, CallNTrade and ODIn Diet EXE trading channels remained available and unaffected.
	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 bief description of the issue.** **ii) Do you have a back-up vendor for the said services**	No
	7. Was the issue encountered on the Exchange-provided environment? If Yes, kindly provide details of initimation and communication sent to the Exchnage.	No
	8. Did you move operations to the Disaster Recover (DR) site? If, Yes, what was the Recovery Time?	No
	9. Network Connectivity Issues / Hardware Issues / Software Issues / Human Error / Other (Please Specify (if more than one, please separate with commas))	Software issue