

## **Technical Glitch Policy 2.0**

### **Technical Glitch Policy**

#### **1. Introduction**

1.1 Rapid technological developments have increased the ease of electronic trading in securities markets. However, technology-related interruptions and glitches, also known as technical glitches, pose a significant risk to investors' ability to trade. To address this issue, this Technical Glitch Policy is designed to provide a framework for Parwati Capital Market Pvt. Ltd. to manage and mitigate technical glitches occurring in their electronic trading systems.

#### **2. Definition of Technical Glitch**

2.1 A technical glitch shall mean any malfunction in the systems of a stock broker, including malfunctions in hardware, software, networks, processes, or any products or services provided by the stock broker in electronic form. Such malfunctions may be due to inadequate infrastructure/systems, cyber-attacks/incidents, procedural errors and omissions, process failures, or any other reasons that cause a stoppage, slowing down, or variance in the normal functions/operations/services of the stock broker's systems for a contiguous period of fifteen minutes or more.

#### **3. Reporting Requirements**

3.1 As we are a Proprietary trading firm, there is no reporting requirement

#### **4. Capacity Planning**

4.1 Parwati Capital Market Pvt. Ltd. must engage in adequate capacity planning to ensure continuity of their services.

4.2 Parwati Capital Market Pvt. Ltd. shall conduct capacity planning for their entire trading infrastructure, including server capacities, network availability, and the serving capacity of trading applications.

4.3 Parwati Capital Market Pvt. Ltd. shall monitor peak load in their trading applications, servers, and network architecture. The installed capacity should be at least 1.5 times (1.5x) of the observed peak load.

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4.4 Stock exchanges shall issue detailed guidelines regarding the frequency of capacity planning reviews, peak load analysis, and new capacity requirements to handle future system loads.

### **5. Software Testing and Change Management**

5.1 Parwati Capital Market Pvt. Ltd. shall ensure rigorous testing of all software changes from their Authorized Vendors before deploying them in production systems. Inadequate testing of software changes can impact the functioning of the software.

5.2 Parwati Capital Market Pvt. Ltd. shall create test-driven environments for all types of software developed by them or their vendors. Regression testing, security testing, and unit testing should be included in the software development lifecycle.

5.3 Parwati Capital Market Pvt. Ltd. shall adopt automated testing environments wherever feasible, which can enhance the efficiency and accuracy of testing processes.

5.4 Parwati Capital Market Pvt. Ltd. shall implement a robust change management process to govern the deployment of software changes. This process should include proper documentation, approvals, testing, and rollback procedures.

### **6. Training and Awareness**

6.1 Parwati Capital Market Pvt. Ltd. shall provide training and awareness programs to their employees, highlighting the importance of identifying and reporting technical glitches promptly.

6.2 Parwati Capital Market Pvt. Ltd. shall conduct regular drills and exercises to test the effectiveness of their incident response procedures and ensure that employees are familiar with their roles and responsibilities during technical glitches.

