

NOTICES

Notice No.	20241122-52	Notice Date	22 Nov 2024
Category	Others	Segment	General
Subject	Online Reporting of Technical Glitch Incidents		
Attachments	Annexure A.pdf		
Content			

To All Members,

This is further to SEBI circular no. SEBI/HO/MIRSD/TPD-1/P/CIR/2022/160 dated November 25, 2022, and Exchange notice no. 20231229-32 dated December 29, 2023, 20230704-27 dated July 04, 2023, 20221216-52 dated December 16, 2022, 20221202-60 dated December 02, 2022 and 20211215-63 dated December 15, 2021

Stock brokers / Trading members are hereby informed that The Exchange has facilitated process for submitting Technical Glitch information in electronic form through BEFS (BSE Electronic Filing System) and the module for submission is now enabled **w.e.f. December 02, 2024** at following link: <http://bef.s.bseindia.com> -> **Technical Glitch >Technical Glitch Form.**

Stockbrokers may refer to the user manual attached as **Annexure A**, for reporting of Technical Glitch details.

It is to be noted that the member would also need to report the incidents on the dedicated email address infotechglitch@nse.co.in in which is common across the Exchanges.

As per the circular and notices mentioned above, **Technical Glitch Report** Submission must be completed within **1 hour**, and **Preliminary Technical Glitch Reports** must be submitted by **T+1 day**.

Members are required to submit the **RCA Report** to the Exchange **within 14 days** from the date of the incident.

Additionally, **Root Cause Analysis (RCA)** reports for all Technical Glitch incidents lasting more than 45 minutes must be verified by an independent auditor appointed by the Member.

To ensure strict adherence to regulatory requirements, delays in the submission of Technical Glitch reports will be penalized.

Stockbrokers / Trading members are requested to take note of the Exchange circular **20230704-27 dated July 04, 2023**, regarding “penalty proposal towards disincentives/ penalties towards non-compliance Cyber Security Audit, System Audit, Cyber Incident Reporting, Technical Glitch related violations by members”.

In case of any queries / clarifications, you may reach us on the following contact details.

Contact	Contact No.	Email ID
Member Oversight (MSC)	2272 8888	member(dot)techglitch(at)bseindia(dot)com

For and on behalf of BSE Ltd.

Shri. Devendra Kulkarni
Additional General Manager