



**Circular No: NDEX/Trading/011/03**  
**Dept: Operation**  
**Subject: Rules for Offline Service**

**Date: May 16<sup>th</sup>, 2011**

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## **Rules for Offline Service**

In terms of the provisions of the Bye Laws, Rules and Regulations of the Exchange, the Clearing

Member, Trading Members, Sub Trading Members and the Clients are directed as under:

All Members and Clients of the Exchange are hereby directed to obey with the following circular, which shall be valid and subsisting until next circular:

The following rules for offline service will be implemented from May 16<sup>th</sup>, 2011 onward:

**1. Possible conditions during the technical problems:**

I. Unable to login in or continue waiting mode in TWS more than 5 minutes by all CH/TM/Sub-TM/Client,

II. Software connected but no any price movement in all contracts more than 5 minutes,

**2. Find out the End (Front End or Back End):**

I. Need to check the PING report (Eg. ping 209.62.115.66 -t on MS DOS);

II. Need to check the Trace Root Report (Eg. tracert 209.62.115.66 on MS DOS);

III. If there isn't any problem at front end (TM/Sub-TM/Client) after Internet checking through the report of PING and Trace Root Report then front end can call CH office immediately to confirm the issues.

**3. If Problem at Back End (Exchange):**

I. In Trading session if any of above possible technical problem occurs in the TWS at NDEX platform and the client couldn't settle any open position/s then s/he should inform its CH to settle his position via phone number (01-4432597/4442665) or email at [compliance@kch.com.np](mailto:compliance@kch.com.np)

**II. In this condition CH will only accept the request via call/email during the problem occurring time. Immediately, after the problem is resolved on TWS the CH will not be liable to accept any request through call/emails.**

**III. In order to settle the price of such open positions TM/Sub TM/Clients should Provide/note/give the price and contract month on the basis of license holder of CME based market data distributors (i.e. under <http://www.cmegroup.com/marketdata/Licensed-quote-vendors/index.html>.)**

**IV. We strictly refuse the request for settlement of open positions as per the different MT4/MT5 and other exchange based Demo Market Price. (i.e. GCI, ODL, FXPRO, ICM, Bloomberg, XTB are some example)**

**V. Exchange/CH strictly refuses to compensate any possible new positions during the technical problem occurs.**

**VI. Exchange cannot recognize the technical problem at back end during trading time when the message "Can not get a quote due the market conditions" prompt so CH would not be liable to compensate in this case.**

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**Head Operation**

NDEX Complex, Subidhanagar, Tinkune, Kathamandu, Nepal  
Tel no.: +977-01-4469999/4462438 IFAX. NO.: +977-01-4432597  
Email: [info@ndex.com.np](mailto:info@ndex.com.np), Website: [www.ndex.com.np](http://www.ndex.com.np)