

	<b>HEADERS</b>	<b>DETAILS</b>
<b>1. Intimation of Incident</b> <b>(T-day, within 1 Hour of the Incident)</b>	1. Letter / Report Subject -	Reporting of technical glitch
	Name of the Member --	Zerodha Broking Limited
	Member Code -	NSE: 13906; BSE: 6498, MCX: 56550
	2. Designated Officer (Reporting Officer details)	Name: Pankathi H Jain
	3. Date & Time of Incident	06-11-2023; 9:18 AM
	4. Exchanges on which Technical Glitch was encountered (NSE, BSE, MCX, NCDEX, MSEI)	NSE, BSE, MCX
	5. Intimation to clients about the Technical Glitch. (Please attach screenshots of communications to clients)	Bulletin, Tweet, IVR message
6. Network Connectivity Issues / Hardware Issues / Software Issues / Human Error / Other (Please Specify (if more than one, please separate with commas))	Due to an intermittent issue, some of our users are not able to see executed orders in the orderbook. However, the executed orders are updated on the positions page.	
	The issue was Intermittent.	
	The impact was on the display of orders intermittently. But, the affected orders were displayed to clients on the positions page.	
	The order status was displayed on the positions page correctly for all users. The order placement, order modification and order cancellation were not impacted.	
	The said issue did not affect all users, but only a set of users operating out of a particular Silo (Setup).	
	A bulletin was put up on our website informing clients about the issue. A tweet was also put up. IVR message was played to the clients calling on our support line informing them about the issue.	
	1. Date & Time of Incident & Incident duration (in Minutes)	06-11-2023; 9:18 AM; Multiple events with multiple durations which are mentioned below
		A set of our clients experienced issues with checking the latest status of their orders and positions while order placement, order modification & order cancellation continued to remain unaffected.
		The order placement, order modification and order cancellation were not impacted until 10:38 AM.
		The said issue did not affect all users, but only a set of users operating out of a particular Silo (Setup).
	2. Incident Description	Our team is in the process of carrying out an RCA of the issue.

		<p>A bulletin was put up on our website informing clients about the issue.</p> <p>A IVR message was put up for incoming calls informing clients about this issue.</p> <p>We also informed our users on Twitter about the same.</p> <p>09:18 AM: Order and position status updates were affected, but order placement was unaffected.</p> <p>10:00 AM: The processes that handle streaming order and position updates from our order management system (OMS) slowed down inexplicably. These processes have failovers that mirror them 1:1, but those mirrors also exhibited the same behaviour. We were unable to ascertain the root cause at this point. We deployed an ad-hoc solution to re-sync the slowed down order and position stream data, but the same behaviour caused this to slow down significantly. Order placement was unaffected.</p> <p>10:38 AM: To bring the slowed streams under control, we stopped order placement for the affected set of users on the silo.</p> <p>11:22 AM: The orders and positions were synced on Kite, making the updated orders and positions data available to clients.</p> <p>11:38 AM: After ensuring the stability of the streams, we resumed allowing clients to exit their positions and orders but fresh orders were still blocked.</p> <p>12:09 PM: All restrictions on order placement are removed.</p>
3. Immediate action taken (provide brief details)		<p>i. We are in process of quantifying the number of clients impacted since the issue involved multiple events. As stated earlier, order placement, order modification and order cancellation were unaffected till 10:38 AM. Of the 1.7 million clients on this particular setup, we received about 8300 calls and 3300 tickets across all segments</p> <p>ii. Further, there was no other impact.</p>
4. Business Impact i) Number of Clients Impacted ii) Any other impact		
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.		<p>Since order placement, order modification and order cancellation were not impacted, there was no need for an alternate trading channel until 10:38 AM.</p> <p>Call and trade desk is available for the impacted users from 10:38 AM till the issue was resolved.</p>
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		<p>i. We suspect that some changes made at OmneNEST's (our exchange empanelled OMS and RMS vendor) end might have also caused this issue. We have raised a ticket with OmneNEST. RCA from OmneNEST is awaited.</p> <p>ii. We are in the process of building our own RMS and OMS system.</p>
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
<b>2. Preliminary Incident Report (T+1 day)</b>		
1. Date & Time of Incident & Recovery & Incident duration (in Minutes)		

<b>3. RCA of Technical Glitch Incident (T + 14 days)</b>	2. Incident Description & chronology of events (Please provide brief details)	
	3. Business Impact: Please provide details on the points below: i) Number of clients impacted ii) Number of client orders impacted iii) Any P&L impact iv) Any other impact on Business	
	4. Details of Client Complaints Received (Please provide details of claims of impacted clients) i) Number of Complaints Received ii) Number of Complaints Settled iii) Number of pending complaints iv) Total amount claimed by complainants	
	5. Root Cause Summary (PI attach the detailed Report separately)	
	6. If the issue was caused or encountered by a third-party vendor or service provider, Please provide the below details: i) What services are being provided by the third-party vendor or service provider? ii) Time taken (in Minutes) by third-party vendor or service provider to resolve the issue.	
	7. Has a similar issue been encountered prior to the submission of this RCA Report?	
	8. Details of long-term preventive action (please provide all action points for long-term preventive action with the date from which they will be implemented) (please use additional sheets if necessary)	
	9. Provide a detailed Architecture Diagram of the System.	