

	HEADERS	DETAILS
1. Intimation of Incident (T-day, within 1 Hour of the Incident)	1. Letter / Report Subject - Name of the Member -- Member Code -	Reporting of technical glitch Zerodha Broking Limited NSE: 13906; BSE: 6498, MCX: 56550
	2. Designated Officer (Reporting Officer details)	Name: Pankathi H Jain
	3. Date & Time of Incident	29-01-2024; 9:36 AM
	4. Exchanges on which Technical Glitch was encountered (NSE, BSE, MCX,	NSE & BSE
	5. Intimation to clients about the Technical Glitch. (Please attach screenshots of	Bulletin, Tweet, IVR message, Support Bulletin
	6. Network Connectivity Issues / Hardware Issues / Software Issues / Human Error / Other (Please Specify (if more than one, please separate with commas))	Due to a connectivity issue, some of our users were facing issues with a delay in order placement on Kite. The issue is resolved. The issue was Intermittent. The order placement, order modification and order cancellation were not impacted. However, there was a delay in display of order status. The said issue did not affect all users, but only a set of users operating out of a particular Silo (Setup).
	7. Additional Details about the Technical Glitch, if Any.	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.
2. Preliminary Incident Report (T+1 day)	1. Date & Time of Incident & Incident duration (in Minutes)	29-01-2024; 9:36 AM, 8 minutes. Some of our users faced delay with the display of order status updates due to an issue at our OMS vendor OmneNEST's end. The issue was resolved within 8 minutes. The issue was Intermittent. The order placement, order modification and order cancellation were not impacted. However, there was a delay in display of order status. The said issue did not affect all users, but only a set of users operating out of a particular Silo (Setup).
	2. Incident Description	RCA from our exchange empanelled OMS and RMS vendor OmneNEST is awaited. A bulletin was put up on our website informing clients about the issue. A IVR message was put up for incoming calls informing clients about this issue. We also informed our users on Twitter about the same. We noticed that there was an issue with order status update for a small percentage of our clients on one particular silo (set up). We promptly figured that the issue was originating from our exchange-empanelled OMS vendor OmneNEST's end, and got in touch with them immediately and got the issue resolved in 8 minutes.
	3. Immediate action taken (provide brief details)	i. We are unable to quantify the number of clients impacted since the issue was only with the display of order statuses to some of our clients. As stated earlier, order placement, order modification and order cancellation were unaffected during the impacted period. Of the 1.7 million clients on this particular setup, we received about 2100 calls and 650 tickets across all segments ii. Further, there was no other impact.
	4. Business Impact i) Number of Clients Impacted ii) Any other impact	
	5. Were alternate trading channels 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.	Since order placement, order modification and order cancellation were not impacted, there was no need for an alternate trading channel.
	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 brief description of the issue. ii) Do you have a back-up vendor for the said services	i. OmneNEST (our exchange empanelled OMS and RMS vendor) has confirmed that this issue occurred within their infrastructure. We have raised a ticket with OmneNEST. RCA from OmneNEST is awaited. ii. We are in the process of building our own RMS and OMS system.
	7. Was the issue encountered on the Exchange-provided environment? If Yes,	No
	8. Did you move operations to the Disaster Recover (DR) site? If, Yes, what was the Recovery Time?	No
	1. Date & Time of Incident & Recovery & Incident duration (in Minutes)	29-01-2024; 9:36 AM; 9:44 AM; 8 minutes. Some of our users faced delay with the display of order status updates due to an issue at our OMS vendor OmneNEST's end. The issue was resolved within 8 minutes. The order placement, order modification and order cancellation were not impacted.
	2. Incident Description & chronology of events (Please provide brief details)	The said issue did not affect all users, but only a set of users operating out of a particular Silo (Setup).

3. RCA of Technical Glitch Incident (T + 14 days)	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	i. We are unable to quantify the number of clients impacted since the issue was only with the display of order status updates. As stated earlier, order placement, order modification and order cancellation were unaffected during the impacted period. ii. No impact on order placement, order modification and order cancellations iii. No impact on P&L. iv. No other impacts.
	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	i. Five exchange complaints as on date of filing this RCA. ii - Two of the exchange complaint being referred above have been closed. iii - There are three pending complaints as on date of filing this RCA. iv - The amount claimed by the complainants is about Rs. 44200.
	5. Root Cause Summary (Pl attach the detailed Report separately)	After conducting a thorough investigation, it was determined that the root cause of the incident originated from a combination of factors at OmneNEST's end (our exchange-empanelled RMS & OMS vendor). In the OmneNEST system, a large amount of data was triggered due to conditions at that time. This led to a queue build up which stalled a TCP socket. This in turn resulted in a delay in serving other requests. Upon clearing of this queue build up, the system was able to resume serving other requests seamlessly.
	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.	i. Yes, OmneNEST (our exchange empanelled OMS and RMS vendor) has confirmed that this issue occurred within their infrastructure. RCA from OmneNEST has been attached. ii. The time taken by OmneNEST to fix the issue was 8 minutes.
	7. Has a similar issue been encountered prior to the submission of this RCA Report?	A similar issue hasn't been encountered prior to the submission of this RCA, since Dec 2021 when we started reporting the glitches.
	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)	There have been optimisations made in the service, that reduce internal data transfer so that this condition doesn't occur again. The above action was taken up immediately and implemented on the 30th of January 2024.
	9. Provide a detailed Architecture Diagram of the System.	Attached