	HEADERS	DETAILS
	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: Venu Madhav
	3. Date & Time of Incident	14th June 2023, 12:40PM to 12:48PM
	4. Exchanges on which Technical Glitch was encountered (NSE, BSE, MCX, NCDEX, MSEI)	All
	5. Intimation to clients about the Technical Glitch. (Please attach screenshots of communications to clients)	Bulletin, Support Banner and Twitter
	6. Network Connectivity Issues / Hardware Issues / Software Issues / Human Error / Other (Please Specify (if more than one, please separate with commas))	Issue with data feeds due to an issue with internet service providers (ISPs)
1. Intimation of Incident **(T-day, within 1 Hour of the Incident)**	7. Additional Details about the Technical Glitch, if Any.	The data feeds were down on our trading platform due to the Airtel P2P line that transmits data being down. The issue was between 12:40 PM to 12:48 PM. The said issue did not impact the order placement, order modifications, and order cancellations. A bulletin and support banner was put up on our website informing clients about the issue. The mechanism that auto-switches data feed source to Internet on failure of P2P line didn't kick in. We manually switched our data feed source to Internet. The issue was resolved at 12:48 PM
	1. Date & Time of Incident & Incident duration (in Minutes)	14th June 2023, 12:40PM to 12:48PM; 8 minutes
	2. Incident Description	The data feeds were down on our trading platform due to the Airtel P2P line flapping. The issue was intermittent. The issue was between 12:40 PM to 12:48 PM. The said issue did not impact the order placement, order modifications, and order cancellations
	3. Immediate action taken (provide brief details)	A bulletin and support banner was put up on our website informing clients about the issue. We also informed our users on Twitter about the same. We manually switched our data feed source to Internet stream to resolve the issue.

	4. Business Impact
	  i) Number of Clients Impacted
	  ii) Any other impact
		i. A small section of our clients were impacted by the incident. The number of unique users imapcted by this incident were 46.9 k. There were very few complaints (414 calls and 77 tickets across all segments).
		
		ii. Further, there was no 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.	There was no impact on order placement, order modifications and order cancellations. Hence this questions is Not applicable.

	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
		i. Yes, the issue occured due to a line flapping issue on the P2P lines of Airtel - one of our internet service provider
		ii. We have connectivity via Internet as the backup. Autoswitchover to internet happens when the P2P line is completely down. However, autoswitchover didn't happen since the P2P line was flapping and wasn't completely down. Hence, we had to manually switch our data feed source to Internet.

	7. Was the issue encountered on the Exchange-provided environment? If Yes, kindly provide details of initimation and communication sent to the Exchnage.	No
2. Preliminary Incident Report (T+1 day)	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)	
	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 (Pl 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)	
3. RCA of Technical Glitch Incident (T + 14 days)	9. Provide a detailed Architecture Diagram of the System.	