	HEADERS	DETAILS
1. Intimation of Incident **(T-day, within 1 Hour of the Incident)**	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	08-07-2024; 9:19 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))	Some of our users faced issues with the status update of orders placed intermittently. However, these orders were successfully placed on the exchange. The issue is resolved.
	7. Additional Details about the Technical Glitch, if Any.	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). A bulletin and support banner 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)	08-07-2024; 9:19 AM, 21 minutes.
	2. Incident Description	A segment of our users encountered delays in receiving status updates for the orders they placed. The issue was resolved within 21 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 issue affected a particular set of users operating out of a particular isolated "Silo" (OMS setup).
	3. Immediate action taken (provide brief details)	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 debugged and resolved the issue in 21 minutes.
	4. Business Impact i) Number of Clients Impacted ii) Any other impact	i. We are in process of quantifying the number of clients impacted. As stated earlier, order placement, order modification and order cancelation were unaffected. Of the 14 million clients on our platform, we received about 6600 calls and 2200 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.	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 bief description of the issue. ii) Do you have a back-up vendor for the said services	NA
	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?	NA
	1. Date & Time of Incident & Recovery & Incident duration (in Minutes)	
	2. Incident Description & chronology of events (Please provide brief details)	
	3. Business Impact:	
	4. Details of Client Complaints Received (Please provide details of claims of	
	5. Root Cause Summary (Pl attach the detailed Report separately)	
	7. Has a similar issue been encountered prior to the submission of this RCA	

	8. Details of long-term preventive action (please provide all action points for long-
3. RCA of Technical Glitch Incident (T + 14 days)	9. Provide a detailed Architecture Diagram of the System.