

2. Preliminary Incident Report (T+1 day)	1. Date & Time of Incident & Incident duration (in Minutes)	10th Feb 2026, 11:01 AM, 24 minutes
	2. Incident Description	<b>Background :</b> Our Trading applications <b>Dynami(STWT), Leap Webportal(IBT) and Mobile App- Leap by religare (STWT)</b> are supported by a Vendor based Application called ODIN, which is hosted on our premise. <b>ODIN (Open Dealer Integrated Network)</b> is a comprehensive Order Management System (OMS) used by RBL for trade execution by Vendor Synapsewave. It is for order routing, risk checks, and exchange connectivity. It enables dealers and clients to place, modify, and monitor orders across multiple exchanges in real time. It forms the core trading backbone for many brokerages in India. The component, <b>ODIN Manager</b> is the administrative and supervisory interface of the ODIN system used to configure users, risk limits, and trading parameters. It allows operations, risk, and IT teams to centrally control order settings, exposures, and connectivity. It acts as the governance and control layer above dealer terminals. It has a component called ODIN Manager . We have multiple ODIN managers as per geography PAN INDIA. We have ODIN manager for North, South, East and West regions as they are deployed to ensure that there is no Single point of failure. The ODIN Manager for North Region faced technical glitch because of which client order routing was stopped abruptly. It went in to went into a non-responsive state, and the ODIN Manager window crashed. During the incident, only AppView and Terminals were active, while Client/Admin operations and Order Routing stopped abruptly.
	3. Immediate action taken (provide brief details)	As a recovery measure, Techops team of RBL who was actively monitoring the consoles, forcefully kill its internal components windows and subsequently restarted the ODIN Manager application to restore services.
	4. Business Impact i) Number of Clients Impacted ii) Any other impact	Approx 15000 clients are deemed to be impacted. The count is based on fact that the impacted region is only North as other regions of South, East and West were working seamlessly without any issue. Login and orders routing 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.	Yes, Exchange direct terminal available for trade as an alternate medium.
	6. Was the issue caused or encountered by a third-party vendor or service provider?	No No
	7. Was the issue encountered on the Exchange-provided environment? If Yes, kindly provide details of intimation 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
	9. Network Connectivity Issues / Hardware Issues / Software Issues / Human Error / Other (Please Specify (if more than one, please separate with commas))	Software Issue.