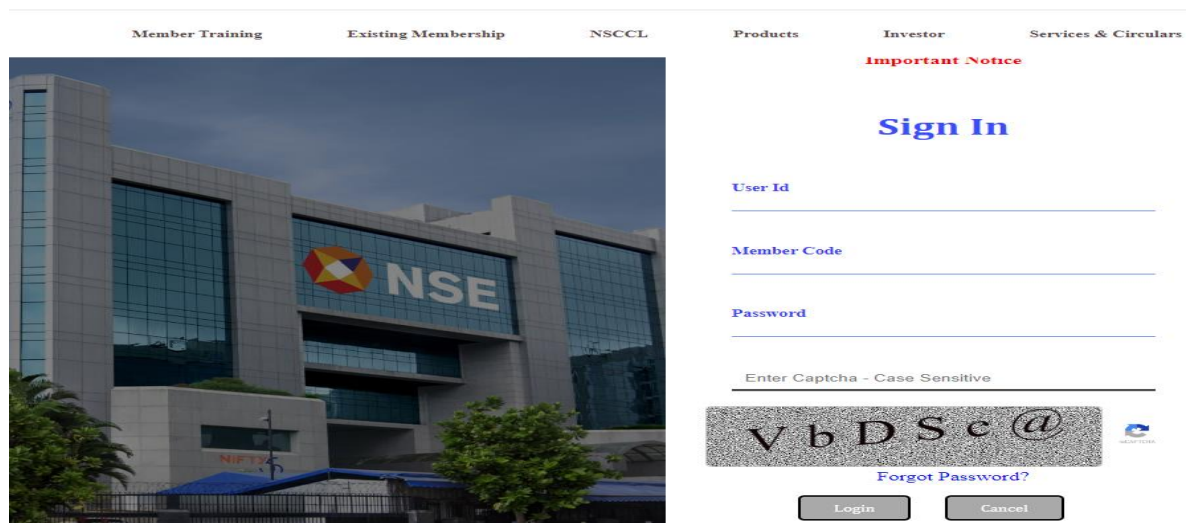# National Stock Exchange of India

User Manual - Technical Glitch Reporting
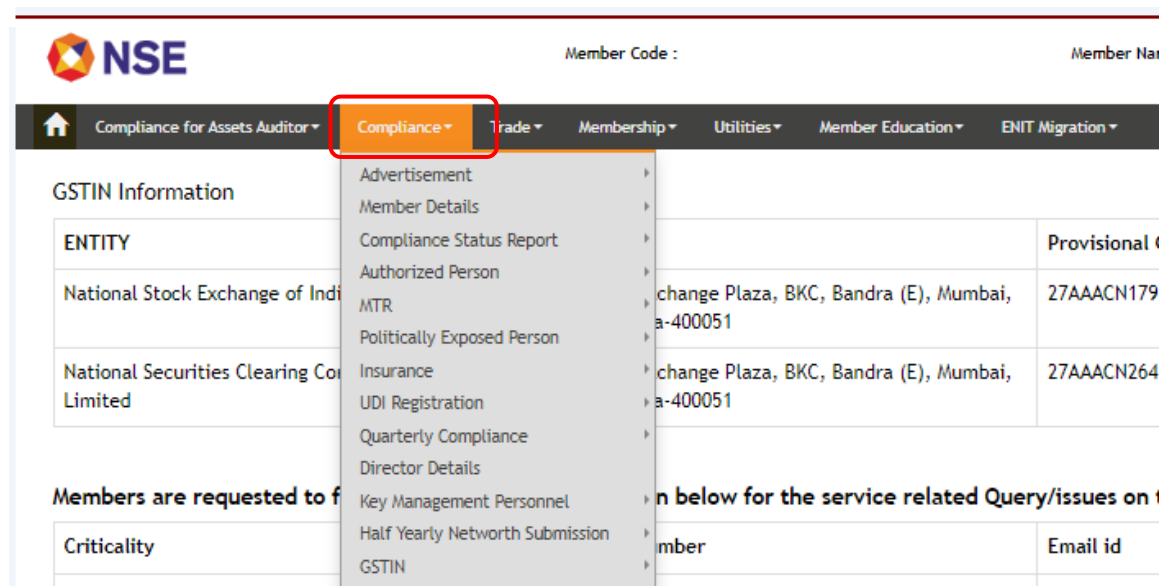
Steps for Reporting Technical Glitches

1. Login to NSE Member Portal using the below URL and your login credentials.

   https://enit.nseindia.com/MemberPortal/redirectlogin

2. After Successful login, Select Compliance option in Menu.

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3. In Compliance, at the bottom of the list you will find the option of Technical Glitches.

    Compliance > Technical Glitches > Technical Glitches Submission.

4. **Reporting for Intimation of Incident (T – Day Submission)**

    - Fill in all the required information for Intimation T – Day submission and click on submit.
    - Note – You need to first report the incident through email as per the NSE circular NSE/COMP/54876 dated December 16, 2022.

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- After submission you will receive a notification of successful submission along with timeline for next submission and exchange remarks.
- You will also receive a confirmation mail from NSE to the Designated Officer and Compliance Officer along with a Request Reference Number.
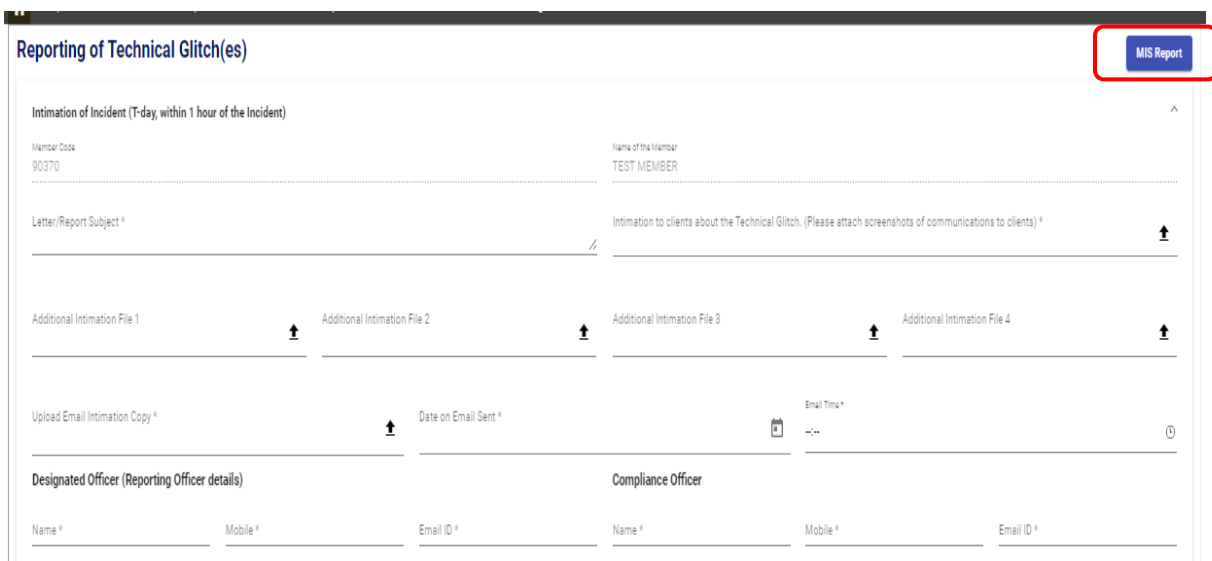
5. **Reporting for Preliminary Incident Report (T + 1 Day Submission) and RCA (T+14 Day Submission)**

- In Compliance, at the bottom of the list you will find the option of Technical Glitches and Technical Glitches MIS
  Compliance > Technical Glitches > Technical Glitches MIS

Alternately, you can also find MIS Report option on the top left corner of Technical Glitches Submission.

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- In Technical Glitch MIS, Search the Incident submission based on **Request Ref No.** and **Date of submission.**
  Note – Refer Intimation of Incident confirmation mail shared for Request Ref Number.

- Once Incident is searched you will find the details of the incident submitted and the status of the submission.

- Further click on **Reference Number** to proceed for T+1 and T+14 Day submission.

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Reporting of Technical Glitch(es)

Field	Value
Member Name	TEST MEMBER
Member Code	90370
Request Ref. no.	90370/TECH_GLITCH/1219
From date *	19-Feb-2024
To date *	21-Feb-2024
Status	SELECT

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Reference Number	Member Name	Member Code	Current Submission Status	T Day			T+1 Day			T+14 Days		
				Expected Submission Date	Submission Date	Exchange Remarks	Expected Submission Date	Submission Date	Exchange Remarks	Expected Submission Date	Submission Date	Exchange Remarks
90370/TECH_GLITCH/1219	TEST MEMBER	90370	Intimation of Incident (T-Day)	21-Feb-2024 11:45	21-Feb-2024 15:38:18	-	22-Feb-2024 23:59			06-Mar-2024 23:59		

- Select Preliminary Incident Report (T+1 Day), fill in all the required details and click on the submit button.

Reporting of Technical Glitch(es)

Intimation of Incident (T-day, within 1 hour of the Incident)

Preliminary Incident Report (T + 1 Day)

Field	Value
Member Code	90370
Name of the Member	TEST MEMBER
Date of Incident	21-Feb-2024
Start Time	10:45
End Time	--:--
Incident duration (In Minutes) *	

Incident Description *

Immediate action taken (provide brief details) *

Business Impact

Number of Clients Impacted *

Any other impact *

Were alternate trading channels available for clients? ○ Y ◉ N

Was there a spike in traffic on the alternative channels available to clients? ○ Y ◉ N

Was the issue caused or encountered by a third-party vendor or service provider? ○ Y ◉ N

Was the issue encountered on the Exchange-provided environment? ○ Y ◉ N

Did you move operations to the Disaster Recover (DR) site? ○ Y ◉ N

Submit | Reset

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- **Similarly follow the above steps after selecting Reference Number in Technical Glitch MIS for RCA (T+14 Days) Submission.**

- After every submission you will receive a notification of successful submission along with the confirmation email.