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INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details
Date: 07 th Jan. 2023.
Time: 20:17:27.
Bank: PNB
Site ID: DB149900.
Address: KANKARBAGH TEMPO STAND, KANKARBAGH COLONY, PATNA, BIHAR PIN- 800020.
City: Patna.
State: Bihar.
Incident Type
Status: vandalism.
Loss if Any:

Alerts Details	03-02-2023 17:17:- we received information that the some suspicious activity happened at site.
	Transaction happened in time limit and there are no sensor's on the shutter to deter tampering of the ATM.
Monitoring Team- Activity Details	03-02-2023 17:17:- After getting information on shutter assembly, Team has checked footage.
	Based on the footage, the team has shared information.

Playback Observation:

Sr. No	Date	Time	Description
1	07-01-2023	20:15:59	Culprit enters the premises and pretend to do transaction.
2	07-01-2023	20:17:17	Culprit opens the cosmetic door with the help of Key.
3	07-01-2023	20:17:27	Then the culprit has stick some equipment towards the cosmetic door.
4	07-01-2023	20:17:37	Then he stick some paper in the upper side of the keypad.
5	07-01-2023	20:17:44	Culprit left the premises.
6	07-01-2023	20:52:48	Again culprit enters the premises and pretend to do transaction.
7	07-01-2023	20:53:12	Culprit opens the cosmetic door with the help of Key.
8	07-01-2023	20:53:15	Then he took the cash from the cosmetic door.
9	07-01-2023	20:53:21	Then culprit left the premises.
10	08-01-2023	09:53:40	Again culprit enters the premises.
11	08-01-2023	09:54:39	Then he opens the cosmetic door with the help of key.

Playback Observation:

Sr. No	Date	Time	Description
12	08-01-2023	09:54:42	Then he took the cash from the cosmetic door.
13	08-01-2023	09:54:50	Then he left the premises.
14	08-01-2023	10:14:09	Culprit enters the premises and he took the cash from cosmetic door.
15	08-01-2023	10:36:24	Culprit enters the premises and he took the cash from cosmetic door.
16	08-01-2023	10:55:47	Culprit enters the premises and he took the cash from cosmetic door.
17	08-01-2023	12:40:39	The second culprit tried to take cash from the cosmetic door.
18	08-01-2023	13:05:39	Then second culprit enters the premises and he took the cash from cosmetic door.
19	08-01-2023	13:24:04	Culprit enters the premises and he took the cash from cosmetic door.
20	08-01-2023	15:57:55	Again the first culprit enters the premises and he took the cash from cosmetic door.
21	08-01-2023	16:39:12	Culprit enters the premises and he took the cash from cosmetic door.
22	08-01-2023	16:39:15	Culprit has removed that equipment from the cash dispenser and he left the premises, after that he didn't return.

Transaction Details :

Date	Time	Description
07-01-2023	-	Customers attempted to make the transaction but were unable to do, so they left the premises.
08-01-2023	-	45 Customers attempted to make the transaction but were unable to do, so they left the premises.
08-01-2023	16:46:00	After that customer are unable to make the transaction.

Root cause Analysis :

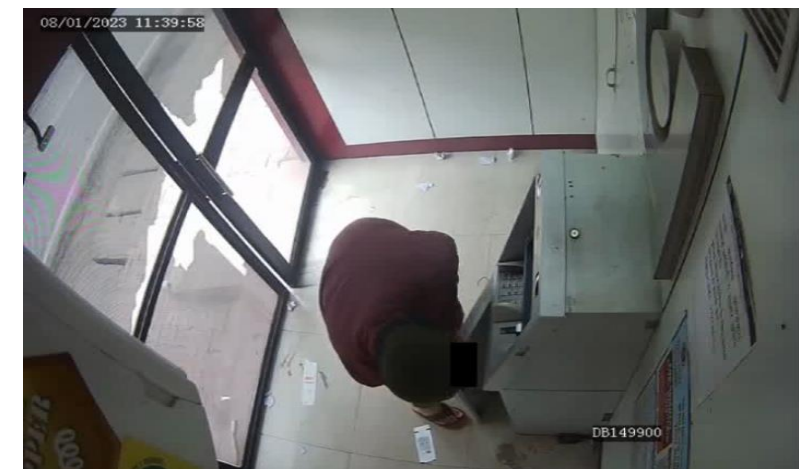
After getting such information about the incident, Team has checked the playback.

Incident – Snapshots:-



Incident – Snapshots:-











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Thank You

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