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INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details
Date: 11 th Feb. 2023.
Time: 13:23:46.
Bank: PNB.
Site ID: N1877800.
Address: IOCL EXCEL ENTERPISES ATM PUNJAB NATIONAL BANK IOCL EXCEL ENTREPRISES VIZAG -530002.
City: Hyderabad.
State: Andhra Pradesh.
Incident Type
Status: Battery Missing.
Loss if Any: -

	Date	Time	Description
Alert Details	11-02-23	13:23:53	Monitoring team received Backroom alert.
	11-02-23	13:24:41	Monitoring team checked the live feed and observed someone taking the battery from the backroom, so based on that, CME tried to do two-way communication, but due to network fluctuations, they were unable to do it.
Monitoring Team- Activity Details	11-02-23	13:24:41	Team kept the site on live Monitoring
	11-02-23	13:26:00	Team check the playback
	11-02-23	-	Based on playback, Team has shared the information.
	11-02-23	-	Same informed to PNB bank person about the incident.

Playback Observation :

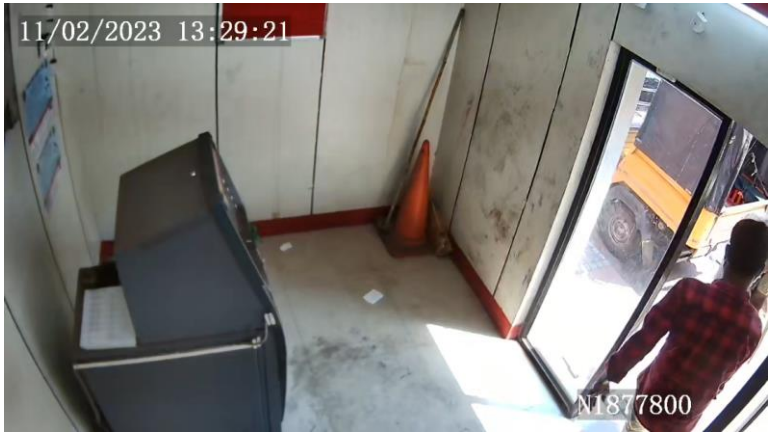
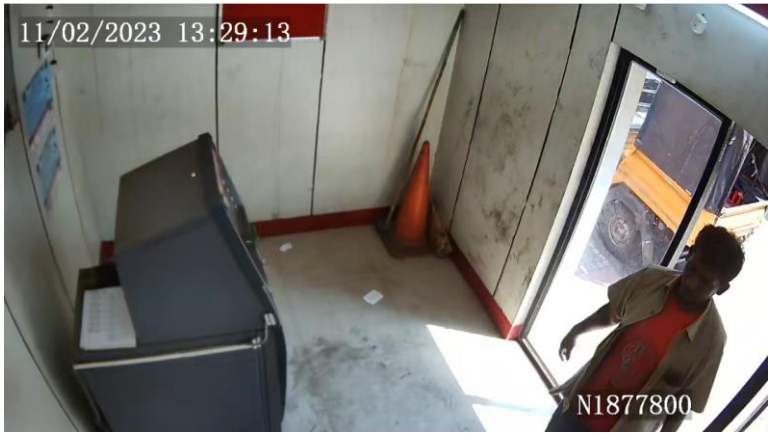
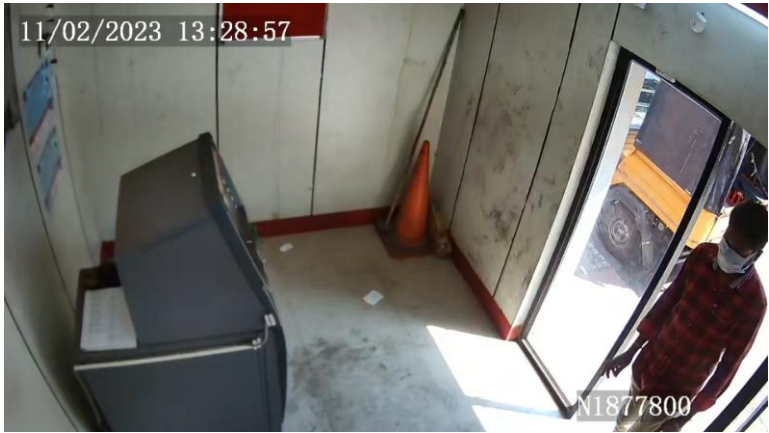
Sr. No	Date	Time	Description
1	11-02-2023	13:23:43	Culprit entered the premises.
2	11-02-2023	13:23:46	Culprit took the backroom key from the upper side from the Main door and entered into the backroom.
3	11-02-2023	13:23:56	Then the culprit cut the batteries' wire and removed the batteries from the backroom and kept them aside.
4	11-02-2023	13:26:02	Culprit left the premises.
5	11-02-2023	13:28:57	Again culprit enters the premises, after that second culprit enters at 13:29:13.
6	11-02-2023	13:29:21	Then they both took out the batteries and placed it in the vehicle.
7	11-02-2023	13:29:39	Then the culprits took out another battery and placed it in the vehicle.
7	11-02-2023	13:30:00	culprit closed the backroom door, and kept the backroom key on top of the main door.
8	11-02-2023	13:30:04	After that they left the premises.

Root cause Analysis :

After getting information on battery missing, team checked the playback.

Incident – Snapshots:-







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Thank You

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