



HITACHI
Inspire the Next

CASH & DIGITAL PAYMENT SOLUTIONS

INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details
Date: 30 th Jan. 2023
Time: 16:24:05.
Bank: PNB.
Site ID: N6195100.
Address: RAMLAL CHOWK, PANIPAT
City: Panipat
State: Haryana
Incident Type
Status: Vandalism (Shutter Assembly).
Loss if Any: -

Alerts Details	03-02-2023 17:06 :- We received information that the shutter tempering happen at site.
	As there is no sensor's on the cash shutter to deter tampering of the ATM.
Monitoring Team- Activity Details	03-02-2023 17:06 :- After getting information on shutter tempering, team checked the footage.
	Based on the footage, the team has shared information.

Playback Observation :

Sr. No	Date	Time	Description
1	30-01-2023	16:23:30	Culprit enter the premises and pretend to do transaction.
2	30-01-2023	16:24:05	Then the culprit damage the cash dispenser with the help of screwdriver.
3	30-01-2023	16:24:48	culprit left the premises.
4	30-01-2023	16:42:12	Again Culprit enter the premises and pretend to do transaction.
5	30-01-2023	16:44:59	Then the again culprit damaging the cash dispenser with the help of screwdriver.
6	30-01-2023	16:45:55	Then the culprit left the premises.
7	30-01-2023	16:58:26	After that again culprit enter the premises and tried to damage the cash dispenser.
8	30-01-2023	16:59:47	culprit left the premises.

Root cause Analysis :

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

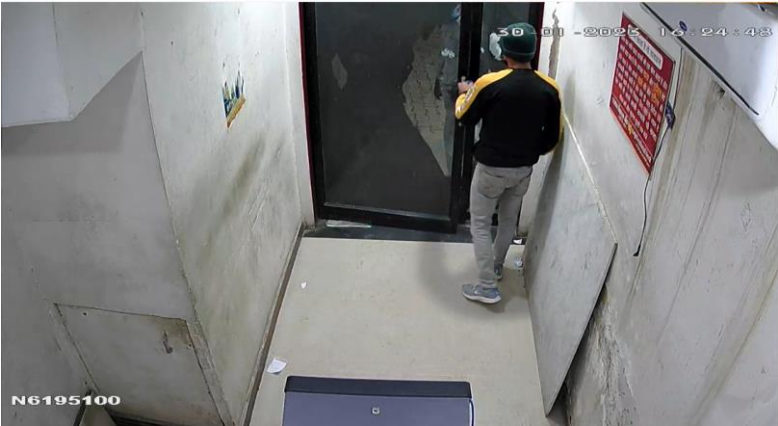
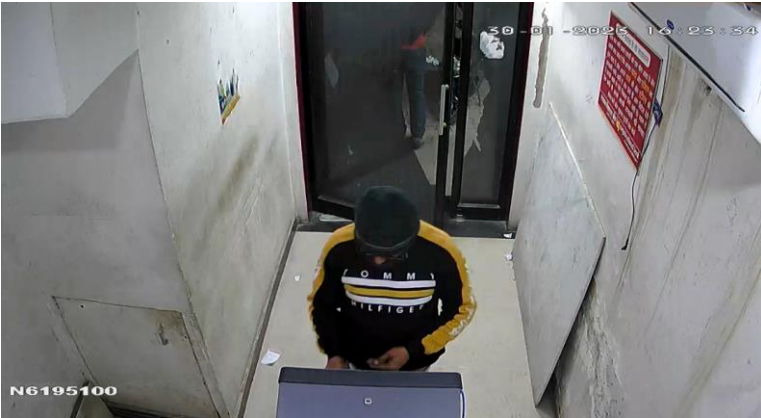
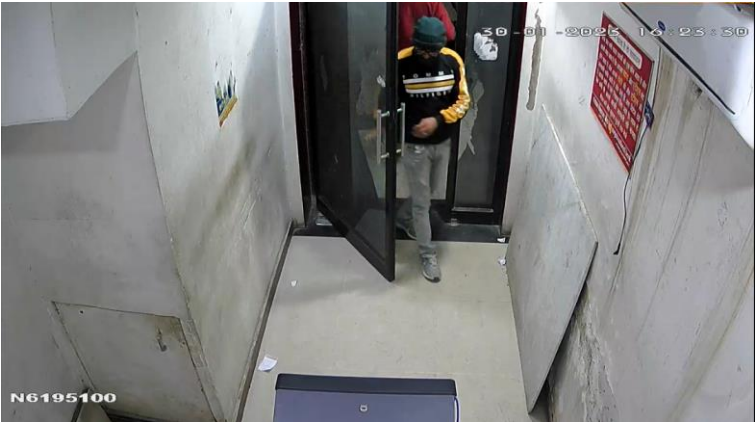
Transaction Details :

Date	Time	Description
30-01-2023	16:47	After that Customers attempted to make the transaction but were unable to do, so they left the premises.

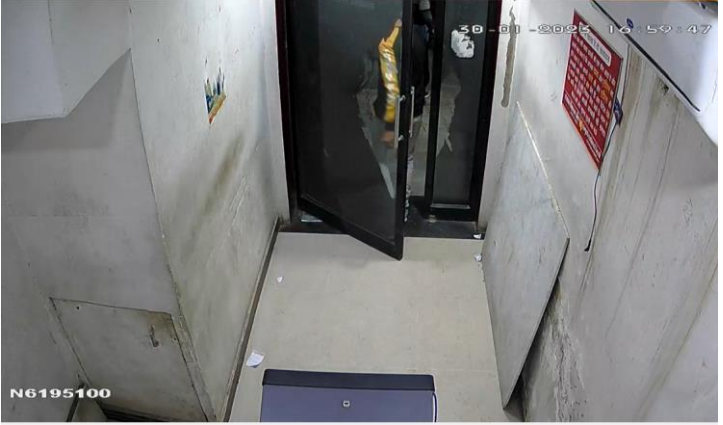
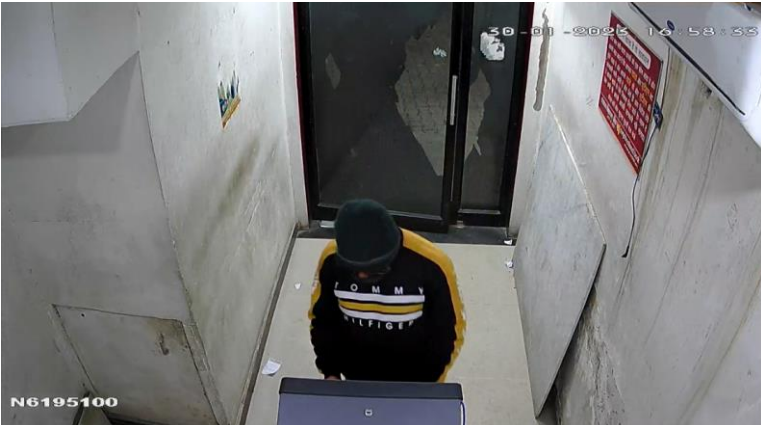
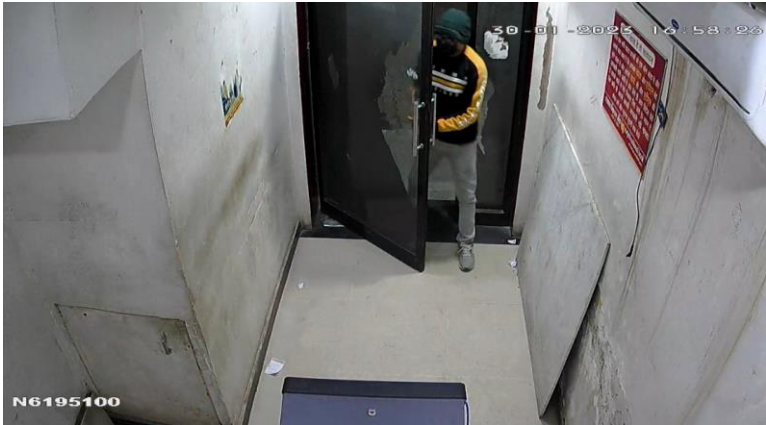
RA Details :

Date	Time	Description
30-01-2023	17:11:19	RA Visited the site.
30-01-2023	17:12:26	RA pulled down the shutter.

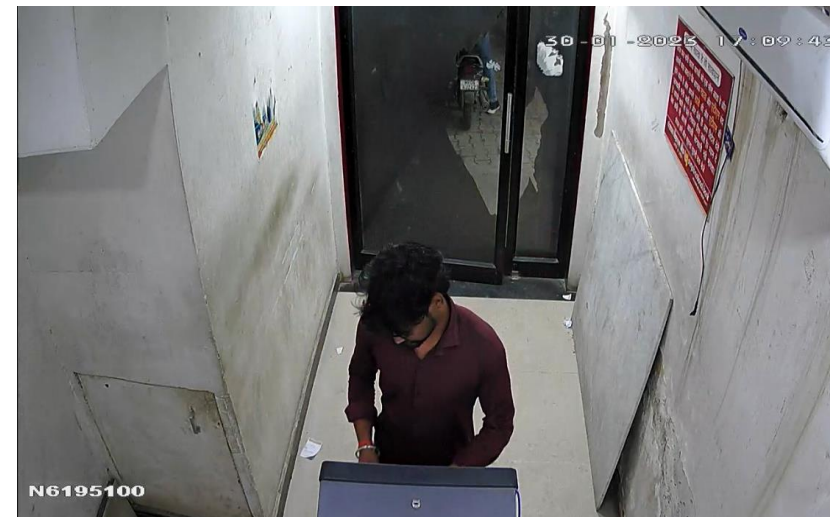
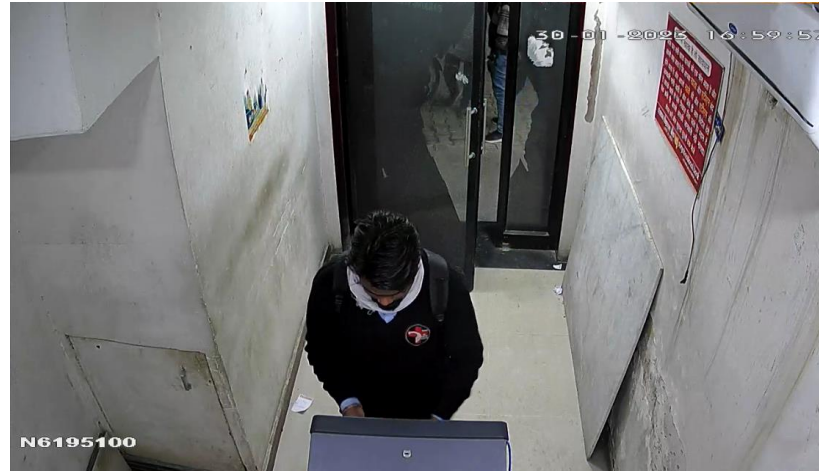
Incident – Snapshots:-



Incident – Snapshots:-



Customer Cash Stuck Snapshots:





HITACHI
Inspire the Next

CASH & DIGITAL PAYMENT SOLUTIONS

Thank You

Hitachi Payment Services Pvt. Ltd.