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# INCIDENT REPORT

**Hitachi Payment Services Pvt. Ltd.**

Incident Details
Date: 04 <sup>th</sup> March. 2023
Time: 13:09:57.
Bank: PNB.
Site ID: N5044700.
Address: M/S DEEPAK FASTENERS LTD. VILLAGE KHOKHARI, U/BO: SEHORE.
City: Ujjain.
State: Madhya Pradesh.
Incident Type
Status: Vandalism (ATM Display Broken)
Loss if Any: -

	Date	Time	Description
Alerts Details	05-03-23	00:49:49	Monitoring team receive Motion alert.
	05-03-23	00:50:13	Monitoring team checked the live feed and observed that the ATM display is in broken condition and no one is present at the site; based on that, CME did two-way communication, but they didn't receive any response.
	05-03-23	00:50:13	Team kept the site on live Monitoring.
	05-03-23	-	No sensor has been installed on ATM Display, so we didn't receive an alert.
Monitoring Team- Activity Details	05-03-23	00:50:13	Team kept the site on live Monitoring.
	05-03-23	00:51:00	Team check the Playback.
	05-03-23	-	Based on playback, team shared the information.
	05-03-23		So, basically, DVR timing is 5 hours 30 minutes slower than real timing.

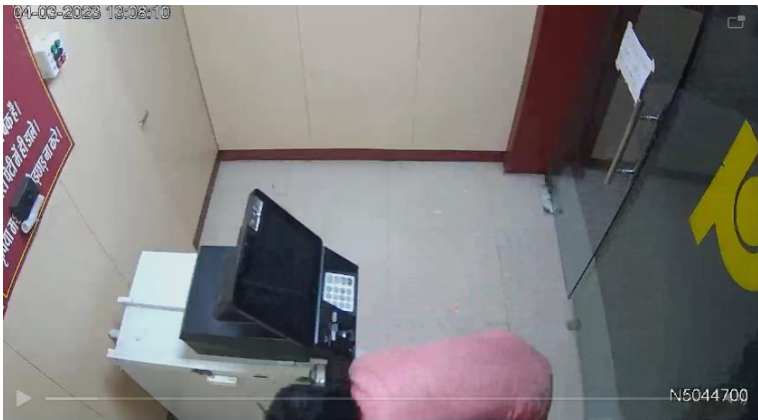
## Playback Observation :

Sr. No	Date	Time	Description
1	04-02-2023	13:08:08	A person enters the premises with a brick and kept it towards the ATM Machine.
2	04-02-2023	13:08:54	Person has shown a torn note on camera.
3	04-02-2023	13:09:10	Then he completed his transaction.
4	04-02-2023	13:09:57	After that, the person got frustrated, and he hit the ATM display with a brick.
5	04-02-2023	13:10:03	Person left the premises.

## Root Cause Analysis :

After getting such information about the incident, we have checked the playback.

# Incident – Snapshots:-







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**Thank You**

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