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# INCIDENT REPORT

**Hitachi Payment Services Pvt. Ltd.**

Incident Details
Date: 05 <sup>th</sup> March. 2023
Time: 10:29:26.
Bank: PNB.
Site ID: N5407200.
Address: Shop No.2, Bal Bhawan, Opp D.C.Office, Karnal Road, Dist Kaithal - 136027.
City: Jind.
State: Haryana.
Incident Type
Status: Vandalism (ATM Display Broken)
Loss if Any: -

Alerts Details	05-03-2023 20:08:- We received information that someone has broken the ATM Display.
	No sensor has been installed on the ATM Display, so we didn't receive an alert.
Monitoring Team- Activity Details	05-03-2023 20:08:- After getting information on Vandalism, team checked the playback.
	Based on the footage, the team has shared information.

## Playback Observation :

Sr. No	Date	Time	Description
1	05-02-2023	10:19:54	A person enters the premises for the purpose of doing a transaction.
2	05-02-2023	10:23:50	After completing the transaction, the person left the premises at <b>10:25:53</b> .
3	05-02-2023	10:26:54	Again, the person enters the premises.
4	05-02-2023	10:28:45	Person started doing the transaction.
5	05-02-2023	10:29:26	Then the person got frustrated, and he forcefully hit the ATM display, hence the display gets broken.
6	05-02-2023	10:29:27	After that they left the premises.

Sr. No	Date	Time	Description
1	05-02-2023	19:36:52	Bank Person visited the site and observed that someone had broken the ATM display.
2	05-02-2023	19:47:07	Bank person has pulled down the shutter.

## Root Cause Analysis :

After getting such information on vandalism, Team checked the playback.

# Incident – Snapshots:-







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**Thank You**

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