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# INCIDENT REPORT

**Hitachi Payment Services Pvt. Ltd.**

## Incident Details

Date: 05<sup>th</sup> Mar. 2023.

Time: 05:17:45.

Bank: PNB

Site ID: D5272000.

Address: MAIN ROAD KANDELI NARSINGHPUR

City: Sagar.

State: Madhya Pradesh

## Incident Type

Status: Vandalism (Misbehaving).

Loss if Any: -

	Date	Time	Description
Alerts Details	05-03-23	05:17:56	Monitoring team receive Motion alert.
	05-03-23	05:18:29	As per live view, CME observed that the person was misbehaving with the ATM machine, so based on that, CME did two-way communication, but the person didn't respond, so the team continued blow the Hooter.
	05-03-23	05:18:29	Team kept the site on live Monitoring.
	05-03-23	05:19:44	Monitoring team receive Panic Switch alert.
	05-03-23	05:19:44	Monitoring team receive CRA Switch alert.
	05-03-23	05:19:44	Monitoring team receive House Keeping Switch alert.
	05-03-23	05:19:45	Monitoring team receive IT Team Switch alert.
	05-03-23	05:19:45	Monitoring team receive Other Engineers Switch alert.
	05-03-23	05:19:45	Monitoring team receive Bank Person Switch alert.
	05-03-23	05:19:45	Team continuously blow the hooter, hence the culprit left the premises.
Monitoring Team- Activity Details	05-03-23	05:19:45	Team kept the site on live Monitoring.
	05-03-23	05:29:00	Team check the Playback.
	05-03-23	05:20:00	Team tried to call local police, but they didn't receive any response.
	05-03-23	-	Based on playback, team shared the information.

## Playback Observation :

Sr. No	Date	Time	Description
1	05-03-2023	05:17:45	Culprit enters the premises & started the pressing the ATM Keypad.
2	05-03-2023	05:19:44	Then the culprit panic started pressing the Panic switch.
3	05-03-2023	05:20:30	Culprit removed the panic switch button.
4	05-03-2023	05:21:25	After that the culprit pull out all the switches wire.
5	05-03-2023	05:25:27	Culprit tried to remove the panel power supply.
6	05-03-2023	05:29:00	After that he left the premises.

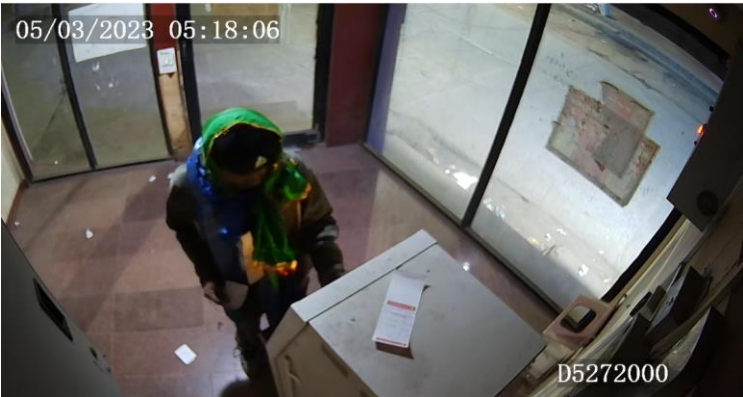
## RA Details :

Date	Time	Description
05-03-2023	20:57:28	RA Visited the site.
05-03-2023	20:58:11	Then he pull down the shutter.

## Root cause Analysis :

Date	Time	Description
05-03-2023	05:19:45	Team kept the site on live Monitoring.
05-03-2023	05:29:00	After getting such information on vandalism, Team checked the playback.

# Incident – Snapshots:-





# Incident – Snapshots:-



## RA Details :





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**Thank You**

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