



HITACHI
Inspire the Next

CASH & DIGITAL PAYMENT SOLUTIONS

INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details	
Date: 15 th Feb. 2023	
Time: 11:40:41.	
Bank: PNB.	
Site ID: N7088700.	
Address: DURGA NAGAR SQUARE, NEAR SALES TAX OFFICE, VIDISHA, MP.	
City: Vidisha.	
State: Madhya Pradesh.	
Incident Type	
Status: ATM Display Replace.	
Loss if Any: -	

	Date	Time	Description
Alert Details	15-02-23	11:41:29	Monitoring team received Hood alert.
	15-02-23	11:42:33	As per the live view, CME observed that an ATM engineer is working, so based on the live view, the team has closed the alert ATM maintenance person present at the site..
Monitoring Team Activity	04-03-23	14:46:00	We received information that some suspicious activity happened at site.
	04-03-23	14:47:00	After getting information on Vandalism, team checked the playback.
	04-03-23	-	Based on the footage, the team has shared information

Playback Observation :

Sr. No	Date	Time	Description
1	15-02-2023	11:40:41	Two Persons enter the premises.
2	15-02-2023	11:41:26	With the help of a key, the person has opened the hood door.
3	15-02-2023	11:42:15	The person then removed the ATM display.
4	15-02-2023	11:44:35	After that person has replaced the ATM display with another one.
5	15-02-2023	11:46:40	Again, the person has installed the old ATM display.
6	15-02-2023	11:47:14	Again, the person has replaced the ATM display with a second one.
7	15-02-2023	11:50:08	After replacing the display, the person has closed the hood door.
8	15-02-2023	11:50:31	After that, they left the premises.

Root Cause Analysis :

Sr. No	Date	Time	Description
1	04-03-23	14:47:00	After getting information on Vandalism, team checked the playback.
2	15-02-23	12:04:11	After that, customers are unable to make the transaction.

Incident – Snapshots:-





HITACHI
Inspire the Next

CASH & DIGITAL PAYMENT SOLUTIONS

Thank You

Hitachi Payment Services Pvt. Ltd.