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INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details
Date: 26 th Feb. 2023
Time: 20:04:37.
Bank: PNB.
Site ID: N3289100.
Address: CHAKRATIRTHA ROAD, PNB GT ROAD, NEW STATION ROAD
City: Bhubaneswar
State: Orissa
Incident Type
Status: Vandalism (Shutter Assembly).
Loss if Any: -

Alerts Details	28-02-2023 11:47:- We received information that the shutter tempering happen at site.
	Transaction happened in time limit and there are no sensor's on the shutter to deter tampering of the ATM.
Monitoring Team- Activity Details	28-02-2023 11:47:- 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	26-02-2023	20:04:28	Culprits enter the premises. (Where the second culprit was standing behind the first culprit, and two other culprits were standing outside the premises)
2	26-02-2023	20:04:37	With the help of screwdriver the culprit has damage the cash dispenser.
3	26-02-2023	20:04:56	Then he inserted some equipment into the cash dispenser.
4	26-02-2023	20:05:09	After that they culprit left the premises.
5	26-02-2023	20:28:54	Again Culprit enter the premises and pretend to do transaction.
6	26-02-2023	20:29:21	Then the culprit removes the equipment and cash from cash dispenser.
7	26-02-2023	20:30:37	After that, they left the premises.

Transaction Details :

Sr. No	Date	Time	Description
1	26-02-2023	20:15:49	Customers attempted to make the transaction but were unable to do, so he left the premises.
2	26-02-2023	-	After that customer are unable to do the transaction, so they left the premises.

Root Cause Analysis :

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

Incident – Snapshots:-



Incident – Snapshots:-



Customer Cash Stuck Snapshots:





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Thank You

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