



HITACHI
Inspire the Next

CASH & DIGITAL PAYMENT SOLUTIONS

INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details

Date: 19th Feb. 2023

Time: 09:38:41.

Bank: PNB.

Site ID: N3766700 / N1766700.

Address: RASULGARH, INDUSTRIAL ESTATE, RASULGARH BHUBANESWAR, DISTT. KHURDA PIN-751010.

City: Bhubaneswar

State: Orissa

Incident Type

Status: Vandalism (Shutter Assembly).

Loss if Any: -

Alerts Details	20-02-2023 17:52:- We received information that the shutter tempering happen at site.
	There are no sensor's on the shutter to deter tampering of the ATM.
Monitoring Team- Activity Details	20-02-2023 17:52:- 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	19-02-2023	09:37:00	Culprit enter the premises and pretend to do transaction. (Second ATM Machine)
2	19-02-2023	09:38:14	After that culprit went to the first ATM machine and pretended to make a transaction.
3	19-02-2023	09:38:41	With the help of a screwdriver, the culprit has damaged the cash dispenser. Where the second culprit stands behind the first culprit.
4	19-02-2023	09:39:00	Then the culprit inserted some equipment into the cash dispenser.
5	19-02-2023	09:39:44	After that, the culprit damaged the second ATM machine dispenser.
6	19-02-2023	09:39:59	Then the culprit inserted some equipment into the cash dispenser. (Second ATM Machine).
7	19-02-2023	09:40:25	After that, they left the premises.
8	19-02-2023	09:52:56	Again, the two culprits enter the premises.
9	19-02-2023	09:53:16	With the help of equipment, the culprit removes the cash from the dispenser. (First ATM Machine)
10	19-02-2023	09:53:51	With the help of equipment, the culprit removes the cash from the dispenser. (Second ATM Machine)
11	19-02-2023	09:54:24	After that they left the premises.

Transaction Details :

Date	Time	Description
19-02-2023	09:42:24	One Customers attempted to make the transaction but were unable to do, so he left the premises.
19-02-2023	-	Two Customers attempted to make the transaction but were unable to do, 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:





HITACHI
Inspire the Next

CASH & DIGITAL PAYMENT SOLUTIONS

Thank You

Hitachi Payment Services Pvt. Ltd.