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INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details
Date: 14 th Jan. 2023.
Time: 13:22:02.
Bank: PNB.
Site ID: B1608300 / N2608300.
Address: PNB OLD GT ROAD,DIST.-AURANGABAD.
City: Aurangabad.
State: Bihar.
Incident Type
Status: Short Circuit.
Loss if Any: -

Alerts Details	14-01-2023 02:52:- Team received information from our Engineer that short circuit happened at site.
	So, due to short circuit the panel was tripped due to which we didn't receive an alerts, and then DVR also stop working at 13:22:35.
Monitoring Team- Activity Details	14-01-2023 02:52:- After getting information on short circuit, Team has checked footage.
	Based on the footage, the team has shared information.

Sr. No	Date	Time	Description
1	14-01-2023	13:21:58	person entered the premises for the purpose of doing a transaction.
2	14-01-2023	13:22:02	Person observe that smoke is releasing from the fan.
3	14-01-2023	13:22:09	So, they left the premises.
4	14-01-2023	13:22:09	Then the fan caught fire.

CT Details :

Date	Time	Description
14-01-2023	14:06:12	CT has disconnected the power supply.
14-01-2023	14:06:12	Then he cleaned the site.

Root cause Analysis :

Date	Time	Description
14-01-2023	13:21:58	After getting panel-down communication, the team has logged the call to the engineer.
16-01-2023	12:45:00	Our engineer visited the site and he verified the ES system.

Incident – Snapshots:-





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Thank You

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