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INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details

Date: 30th Jan. 2023.

Time: 04:28:59.

Bank: PNB.

Site ID: B1118810.

Address: NATIONAL HIGHWAY NO 89 , PIMPLI CHOWK , BIKANER , BIKANER , RAJASTHAN.

City: Bikaner.

State: - Rajasthan.

Incident Type

Status: Trying to Theft.

Loss if Any: - No loss.

	Date	Time	Description
Alert Details	30-01-23	04:22:46	Monitoring team received Motion alert.
	30-01-23	04:24:14	Monitoring team checked the live feed and observed that person was doing transaction, so based on that Team has closed the alert as per live person doing transaction.
	30-01-23	04:29:45	Monitoring team received chest door alert.
	30-01-23	04:30:07	Monitoring team checked the live feed and observed that someone was trying to damage the chest door; same team did two-way communication and blows the siren, so the culprit left the premises.
	30-01-23	04:30:07	Team kept the site on live monitoring.
Monitoring Team- Activity Details	30-01-23	04:30:07	Team kept the site on live monitoring.
	30-01-23	04:31:00	Team checked the playback
	30-01-23	04:45:00	Inform to local police about the theft attempt.
	30-01-23	05:36:21	Local police person visited the site.

Playback Observation :

Sr. No	Date	Time	Description
1	30-01-2023	04:22:39	Culprit enter the lobby premise & started roaming around the premises.
2	30-01-2023	04:23:59	culprit trying to open a cosmetic door.
3	30-01-2023	04:24:14	Then the culprit pretends to do a transaction.
4	30-01-2023	04:28:59	After that, the culprit removed the screwdriver from his bag and tried to open the cosmetic door.
5	30-01-2023	04:29:45	With the help of a screwdriver, the culprit has opened the cosmetic door.
6	30-01-2023	04:30:12	team did two-way communication and blew the siren, hence the culprit left the premises.

Police Details :

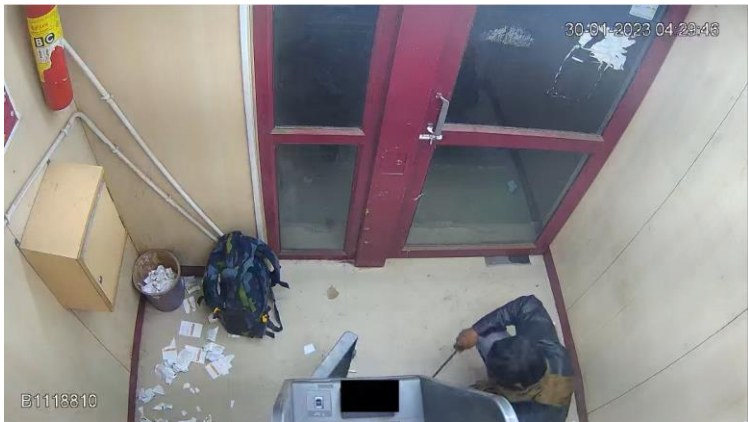
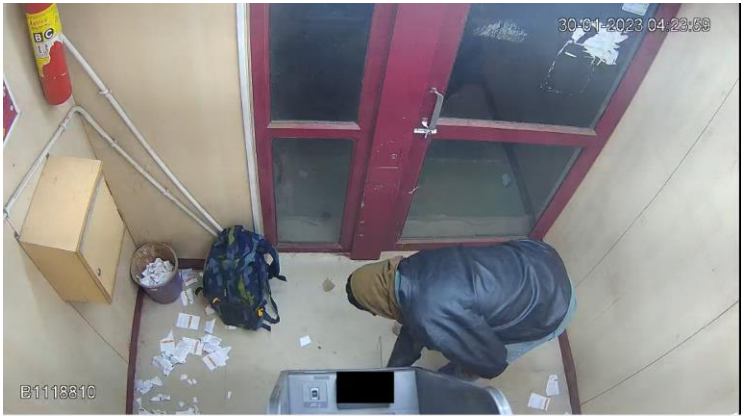
Detail :-	Description
04:45:00	Team has arranged Local police at site.
05:36:21	Local police visited the site and he confirmed that the cosmetic door has been damaged by the culprit instead of that everything is fine.

Root cause Analysis :

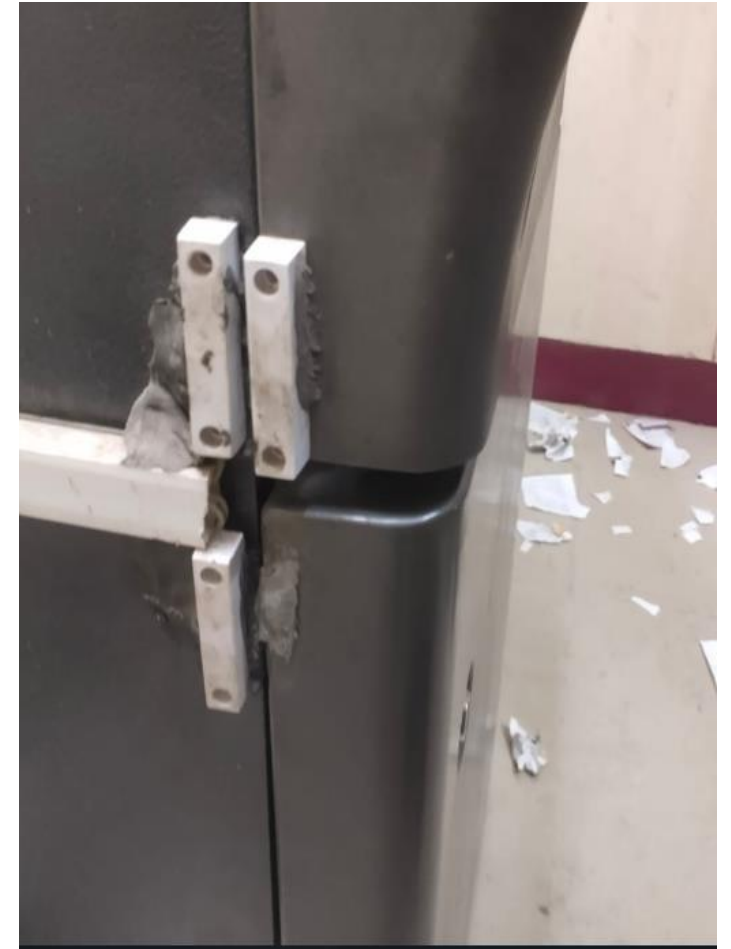
After getting such information on theft Attempt, team has arranged local police at site.

Checked playback, based on playback team has shared information.

Incident – Snapshots:-



Incident – Snapshots:-





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Thank You

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