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CASH & DIGITAL PAYMENT SOLUTIONS

INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details
Date: 07 st Feb. 2023
Time: 09:47:40
Bank: PNB.
Site ID: B1174020.
Address: VINOBA BHAV VINOBA BHAVE UNIVERSITYRANCHINORTHJHIN
City: Ranchi
State: Jharkhand
Incident Type
Status: Vandalism (Shutter Assembly).
Loss if Any: -

Alerts Details	07-02-2023 10:15:00 :- 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	07-02-2023 10:16:20 :- 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	07-02-2023	09:47:11	Culprit enter the premises and act as doing transaction.
2	07-02-2023	09:47:40	Then the culprit stick some equipment into the cash dispenser.
3	07-02-2023	09:48:41	culprit left the premises.
4	07-02-2023	09:51:58	Again culprit enter the premises to check it's stick proper or not and pretend to do transaction.
5	07-02-2023	09:53:09	Then the culprit left the premises.
6	07-02-2023	09:57:47	Again the culprit enters the premises when customer was present on site and in front of him he pretend to do transaction.
7	07-02-2023	09:58:29	Then Culprit left the premises.

Root cause Analysis :

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

Transaction Details :

Date	Time	Description
07-02-2023	09:54:14	Customers attempted to make the transaction but were unable to do, so called the bank person.

Bank Person Details :

Date	Time	Description
07-02-2023	10:05:11	Bank person enter the premises.
07-02-2023	10:05:44	Bank person open the Hood Door & he handover the cash to customer.
07-02-2023	10:15:51	After that he left the premises.

Incident – Snapshots:-



Incident – Snapshots:-



Customer Cash Stuck Snapshots:



Bank Person Snapshots:





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Thank You

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