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INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details

Date: 05th Mar. 2023.

Time: 21:33:48.

Bank: PNB.

Site ID: N4766700 / N2766700.

Address: MOUZA-PANDARA,UNIT NO-38,KHATA NO-567,PLOT NO-3554,BHUBANESWAR

City: Bhubaneswar.

State: Orissa.

Incident Type

Status: Fix Door Glass Broken.

Loss if Any: -

	Date	Time	Description
Alerts Details	06-03-23	04:55:49	Monitoring team has receive Glass break alert.
	06-03-23	04:56:23	As per live view, CME observed that Fix door glass is broken & on one is present at site.
	05-03-23	21:33:48	Alert has been generated in the panel, but due to network fluctuation, we have received the alert at 04:55:49 .
Monitoring Details:-	06-03-23	04:57:00	Team Checked the playback.
	06-03-23	-	Based on Playback, Team shared information.

Playback Observation :

Sr. No	Date	Time	Description
1	05-02-2023	21:33:38	A person tried to enter the premises. But the main door was jammed, so he was unable to open it.
2	01-01-2023	21:33:48	Then the person forcefully tried to open the main door at the same time the glass on the fix door got broken.
3	01-01-2023	21:33:53	Then he left the premises from the outside only.

Root cause Analysis :

After getting such information on glass break, Team checked the playback.

Incident – Snapshots:-





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Thank You

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