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INCIDENT REPORT

Hitachi Payment Services Pvt. Ltd.

Incident Details
Date: 19 th Feb. 2023
Time: 07:54:02.
Bank: PNB.
Site ID: N2676100
Address: BO: Cuttack Road, Plot No 123/124, Budheswari Colony, BBSR Cuttack Road, Bhubaneswar - 751006
City: Bhubaneswar.
State: Orissa.
Incident Type
Status: Vandalism (Shutter Assembly).
Loss if Any: -

Alerts Details	20-02-2023 19:11:00 :- 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	20-02-2023 19:11:00 :- 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	07:52:48	Two Culprits enter the premises and pretend to do transaction. (Where the second culprit was standing behind the first culprit).
2	19-02-2023	07:54:02	With the help of a screwdriver the culprit has damage the cash dispenser.
3	19-02-2023	07:54:30	Then the culprit inserted some equipment into the cash dispenser.
4	19-02-2023	07:54:46	Then the culprit left the premises.

Root cause Analysis :

After getting such information about the incident, Team checked the playback.

Transaction Details :

Date	Time	Description
19-02-2023	08:09:06	After that Customers attempted to make the transaction but were unable to do, so they left the premises.

Incident – Snapshots:-





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Thank You

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