

SECURITY INFORMATION
BRIEFING PACKAGE



**U.S. DEPARTMENT OF STATE
DIPLOMATIC SECURITY SERVICE
REGIONAL SECURITY OFFICE
U.S. EMBASSY NEW DELHI**

RSO WEBSITE: <http://newdelhi.state.gov>

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I. Crime, Scams and Demonstrations

The most recent information about crime and safety in India can always be found in the Country Specific Information sheet on India located at <http://travel.state.gov>.

Crime

Petty crime, especially theft of personal property, is common, particularly on trains or buses. Pickpockets can be very adept, and women have reported having their bags snatched, purse-straps cut or the bottom of their purses slit without their knowledge. Theft of U.S. passports is quite common, particularly in major tourist areas, on overnight trains, and at airports. Train travelers are urged to lock their sleeping compartments and take valuables with them when leaving their berths. Air travelers are advised to carefully watch their bags in the arrival and departure areas outside of airports. Violent crime, especially directed against foreigners, has traditionally been uncommon, although in recent years there has been a modest increase. As U.S. citizens' purchasing power is comparatively large, travelers also should exercise modesty and caution in their financial dealings in India to reduce the chance of being a target for robbery or other crime. Gangs and criminal elements operate in major cities and have sometimes targeted unsuspecting businessmen and their family members for kidnapping.

U.S. citizens, particularly women, are cautioned not to travel alone in India. Western women continue to report incidents of physical harassment by groups of men. Known as "Eve-teasing," these incidents can be quite frightening. While India is generally safe for foreign visitors, according to the latest figures by Indian authorities, rape is the fastest growing crime in India. Among large cities, Delhi experienced the highest number of crimes against women. Although most victims have been local residents, recent sexual attacks against female visitors in tourist areas underline the fact that foreign women are also at risk and should exercise vigilance. Women should observe stringent security precautions, including avoiding using public transport after dark without the company of known and trustworthy companions; restricting evening entertainment to well known venues; and avoiding walking in isolated areas alone at any time of day. Women should also ensure their hotel room numbers remain confidential and insist the doors of their hotel rooms have chains, deadlocks, and spy-holes. In addition, it is advisable for women to hire reliable cars and drivers and avoid traveling alone in hired taxis, especially during the hours of darkness. It is preferable to obtain taxis from hotels rather than hailing them on the street. If women encounter threatening situations, they can call 100 for police assistance.

Scams

Major airports, train stations and tourist sites are often used by scam artists looking to prey on visitors, often by creating a distraction. Taxi drivers and others, including train porters, may solicit travelers with "come-on" offers of cheap transportation and/or hotels. Travelers accepting such offers have frequently found themselves the victims of scams, including offers to assist with "necessary" transfers to the domestic airport, disproportionately expensive hotel rooms, unwanted "tours," unwelcome "purchases," and even threats to the traveler when the tourists try to decline to pay. There have been several disturbing reports of tourists being held hostage on houseboats in Srinagar, Jammu & Kashmir, and forced to pay thousands of dollars in the face of threats of violence against the traveler and his/her family members.

Travelers should exercise care when hiring transportation and/or guides and use only well-known travel agents to book trips. Some scam artists have lured travelers by displaying their name on a sign when they leave the airport. Another popular scam is to drop money or to squirt something on the clothing of an unsuspecting traveler and during the distraction to rob them of their valuables. Individual tourists have also been given drugged drinks or tainted food to make them more vulnerable to theft, particularly at train stations. Even food or drink purchased in front of the traveler from a canteen or vendor could be tainted. To protect against robbery of personal belongings, it is best not to accept food or drink from strangers. Some vendors sell rugs or other expensive items that may not be of the quality promised.

Travelers should deal only with reputable businesses and should not hand over credit cards or money unless they are certain that goods being shipped to them are the goods they purchased. If a deal sounds too good to be true, it is best avoided. Most Indian states have official tourism bureaus set up to handle travelers' complaints.

Travelers should be aware of a number of other scams that have been perpetrated against foreign travelers, particularly in Goa, Jaipur, and Agra. The scams generally target younger travelers and involve suggestions that money can be made by privately transporting gems or gold (both of which can result in arrest) or by taking delivery abroad of expensive carpets, supposedly while avoiding customs duties. The scam artists describe profits that can be made upon delivery of the goods, and require the traveler to pay a "deposit" as part of the transaction. The items are always fake, and if they were real, the traveler could be subject to arrest.

Demonstrations

Local demonstrations can begin spontaneously and escalate with little warning, disrupting transportation systems and city services and posing risks to travelers' personal safety. In response to such events, Indian authorities occasionally impose curfews and/or restrict travel. Mission employees are urged to avoid demonstrations and rallies as they have the potential for violence, especially immediately preceding and following elections and religious festivals (particularly when Hindu and Muslim festivals coincide). In addition, religious and inter-caste violence is unpredictable and occurs occasionally. In some cases, demonstrators specifically block roads near popular tourist sites in order to gain the attention of Indian authorities; occasionally vehicles transporting tourists are attacked in these incidents.

II. Terrorism

Multiple, simultaneous bombings in crowded public places in India over the past three years represent an increasing threat to American citizens living in India. While U.S. citizens are not being directly targeted by the perpetrators of such acts, the U.S. government is concerned that the risk of Americans becoming random victims of terrorism in India is rising. Because the targets have included trains, train stations, markets, cinemas, mosques, and restaurants in large urban areas, it is becoming more difficult to modify one's behavior to lessen the growing risk.

Examples of terror attacks in major cities include the following that have killed over 500 people:

- February 13, 2012: Magnetic IED placed on Israeli Diplomat's vehicle
- September 2011: An explosion in New Delhi at the Delhi High Court;
- July 2011: Three explosions at multiple locations in Mumbai markets;
- May 2011: An explosion in New Delhi at the Delhi High Court;
- February 2010: An explosion at a Pune (Maharashtra) bakery popular with Westerners;
- November 2008: Multiple gunman attack Taj Hotel and various other locations in Mumbai; Westerners specifically targeted;
- September 2008: Five deadly explosions in New Delhi markets;
- July 2008: A coordinated series of bombs detonated in Bangalore, Karnataka and Ahmedabad, Gujarat as well as multiple un-detonated bombs found in Surat, Gujarat;
- May 2008: A coordinated series of bombings in market and temple areas of the tourist city of Jaipur, Rajasthan;
- December 2007: An attack on a government paramilitary facility in Uttar Pradesh;
- November 2007: Coordinated blasts at court facilities in three cities in Uttar Pradesh;
- November 2007: A blast in a cinema hall in Punjab;
- August 2007: Two explosions at a popular park and restaurant in Hyderabad, Andhra Pradesh;
- May 2007: An explosion at the main mosque in Hyderabad, Andhra Pradesh;
- February 2007: The detonation of explosive devices on a train northwest of Delhi;

Terrorist incidents, including a few in which American citizens were injured, also occur frequently in more remote parts of India. Generally, the attacks have taken place during the busy evening hours in markets and other crowded places but could occur at any time. Mission Employees should be vigilant about security at all times. Employees are advised to follow the guidance in the Personal Security Self Assessment Checklist (section VII), and consider the level of security present when visiting public places, including religious sites, or choosing hotels, restaurants, entertainment and recreation venues.

Employees should note that travel to the State of Jammu and Kashmir is off limits for all employees and family members except for official business that has been approved by the RSO and the DCM in advance. The exception is for travel to Leh and the surrounding Ladakh region, which requires no approval. Travel to Manipur and portions of Assam and Nagaland require approval by the RSO and DCM in advance. Travel request forms can be found in the RSO section of the New Delhi Intranet.

III. Personal Security Self-Assessment Checklist

Employees receive a post-specific briefing from their RSO upon arrival at post. Employees are also encouraged to accept personal responsibility for their safety. This checklist is a generic self-assessment instrument for employees to evaluate their daily habits and practices to improve their own security awareness. Employees who supervise American staff should not only use the form themselves, but should also ensure their staff uses the form.

- ◆ Do you vary your times and routes to and from work?
- ◆ Do you keep your doors locked and windows closed (residence and vehicle)?
- ◆ Do you check the interior and exterior of your vehicle prior to getting into your vehicle? Look for things that are irregular or abnormal.
- ◆ Do you maintain a low personal profile by not doing anything that draws attention to yourself?
- ◆ Do you identify and report to your RSO, vehicles or persons possibly involved in surveillance of your activities?
- ◆ Are you alert to what is going on around you?
- ◆ Are your colleagues and family aware of your daily plans and do they know how to reach you?

Additionally if you are a supervisor:

- a. Have you made this checklist available to your employees?
 - b. Are you aware that you are responsible for “reasonable oversight” of subordinates’ personal security activities? See 3 FAM 4127 for further information.
 - c. Do you allow your staff to vary their hours of reporting (i.e., you do not schedule meetings the same time early each morning which would preclude the staff from varying their reporting times)? See 3 FAM 4127 for further information.
- ◆ Schedules that are the most predictable leave you the most vulnerable. Be unpredictable when possible in both your work and social schedules.
 - ◆ Always be aware of your surroundings. Report all suspicious activity to your RSO.
 - ◆ In traffic, always attempt to leave space in which to maneuver. Always leave yourself an exit. Be prepared to take evasive action at any time.
 - ◆ Avoid choke points in travel. Be wary of diversions.

- ◆ If you are being followed or harassed by another driver, try to find the nearest police station, hotel, or other public facility to call the Police or RSO. Never lead the person back to your home or stop and get out.
- ◆ Whenever possible, do not have a set day for shopping, errands and personal needs. Be unpredictable.
- ◆ Never give out your personal information such as family member and household staff names, addresses and telephone numbers in an open setting.
- ◆ Ensure all of your family members are briefed on security measures.

Additionally if you are a supervisor:

To the extent possible, do not schedule periodic meetings at either the start or end of the day. Staff arrival and departure times from home to office can become unacceptably predictable if they must schedule their commute around consistently scheduled meetings.

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IV. *Traveler Safety and Security Checklist*

New Delhi has a travel locator application on the intranet page in the online services/applications section. Post encourages all mission employees to enter their travel information into this application. This application is used to verify the whereabouts of mission personnel after a bombing or other terrorist incident. The information contained in this application is only accessible by the EAC during an emergency. <http://newdelhi.state.gov/>

Safety on the Street

- Use the same common sense traveling overseas that you would at home. Be especially cautious in areas where you are likely to be victimized. These include train stations, tourist sites, market places, festivals and marginal areas of cities.
- Don't use short cuts, narrow alleys or poorly lighted streets. Try not to travel alone at night.
- Avoid public demonstrations and other civil disturbances.
- Keep a low profile and avoid loud conversations or arguments. Do not discuss travel plans or other personal matters with strangers.
- Avoid scam artists. Beware of strangers who approach you, offering bargains or to be your guide.
- Beware of pickpockets. They often have an accomplice who will:
 - jostle you,
 - ask you for directions or the time,
 - point to something spilled on your clothing,
 - or distract you by creating a disturbance.
- A child or even a woman carrying a baby can be a pickpocket. Beware of groups of vagrant children who create a distraction while picking your pocket.
- Wear the shoulder strap of your bag across your chest and walk with the bag away from the curb to avoid drive-by purse-snatchers.
- Try to seem purposeful when you move about. Even if you are lost, act as if you know where you are going. When possible, ask directions only from individuals in authority.
- If you are confronted by someone trying to rob you, give up your valuables. Your money and passport can be replaced, but you cannot.

Safety in Your Hotel

- Keep your hotel door locked at all times. Meet visitors in the lobby.
- Do not leave money and other valuables in your hotel room while you are out. Use the hotel safe.
- Let someone know when you expect to return if you are out late at night.
- If you are alone, do not get on an elevator if there is a suspicious-looking person inside.
- Read the fire safety instructions in your hotel room. Know how to report a fire. Be sure you know where the nearest fire exits and alternate exits are located. Count the doors between your room and the nearest exit. This could be a lifesaver if you have to crawl through a smoke-filled corridor. This was the case recently during a fire at a major New Delhi hotel. Both the sprinklers and annunciation systems failed and guests were unaware of the fire.

Safety on Public Transportation

Taxis

Only take taxis clearly identified with official markings. Beware of unmarked cabs. Ask the drivers to use the meter. *It is always safer to travel with a companion.* Avoid the three-wheelers as they topple easily. RSO does not recommend that women ride in taxis alone during hours of darkness.

Trains

Theft aboard trains along popular tourist routes does occur. Do not accept food or drink from strangers. Criminals can drug food or drink offered to passengers. Where possible, lock your compartment. If you must sleep unprotected, tie down your luggage, strap your valuables to you and sleep on top of them as much as possible. Do not be afraid to alert authorities if you feel threatened in any way. Extra police are often assigned to ride trains on routes where crime is a serious problem.

Buses

Travel on Public Buses should be avoided whenever possible. They are overcrowded and unreliable.

Vehicles

Keep car doors locked at all times. Wear seat belts if installed.

Whenever possible, avoid driving outside major cities at night.

Don't leave valuables in the car. If you must carry things with you, keep them out of sight locked in the trunk.

Avoid parking your car on the street overnight. If the hotel or municipality does not have a parking garage or other secure area, select a well-lit area.

Never pick up hitchhikers.

Don't get out of the car if there are suspicious looking individuals nearby. Drive away.

V. Vehicle Accident Policy

Travel by road in India is particularly dangerous. Due to road hazards such as inadequate street lighting, pot holes, people, smoke and fog, livestock, poorly light vehicles, and some careless operators, the single greatest threat facing travelers to India is transportation related deaths and injuries. Since traffic accidents are quite common in Delhi, it is important to know the general guidelines for what to do when involved in a wreck.

MINOR ACCIDENTS:

- In the event of a minor accident involving an employee vehicle or official vehicle, the employee or Motor Pool dispatcher should notify the Group 4 Guard Watch Office at 8911.
- The Watch Office will dispatch the Group 4 Mobile Patrol.
- If the accident is involving an employee's vehicle, Group 4 will notify the on-duty FSNI who will contact the employee and determine if RSO assistance is required. The FSNI may respond.
- In either case, the Mobile Patrol will complete an incident report, complete with photographs, and forward to the RSO.
- As appropriate, the Motor Pool or FSNI will write a letter to the police informing them of the incident. For official vehicles, the Motor Pool driver shall exchange insurance information with the other driver.

MAJOR ACCIDENTS:

- If the accident is serious in nature, again whether it involves an employee or official vehicle, the employee or Motor Pool dispatcher should inform the Watch Office.
- The Watch Office will dispatch the Mobile Patrol.
- The Watch Office will notify the on-duty FSNI. If the vehicle is that of an employee, the Watch Office will also notify the on-duty RSO and describe the incident.
- The FSNI will respond to the scene, supervise the procedure, and request police support. The on-duty RSO will likely respond if the vehicle is that of an employee.
- The Mobile Patrol will again complete an incident report with photographs and forward such to the RSO.
- The FSNI will work with the police to assure that a First Incident Report, or FIR, is filed. For official vehicles, the Motor Pool shall exchange insurance information with the other driver. For employee vehicles, the FSNI will provide the RSO with an after-action report.

There are two other important things to consider. If a hostile crowd gathers, it may be unsafe to remain at the scene. The employee should carefully proceed to the Embassy or a police station and notify RSO once out of danger. Also, if an employee opts not to contact police and instead

chooses to settle the issue with the other driver, the “understanding” should be in writing so as not to cause any problems in the future.

VI. Emergency Contact Numbers

All extensions beginning with 8 can be reached by dialing direct 2419-####

US Embassy Operator	2419-8000
Embassy Medical Unit	Ext. 8088
Marine Security Guard Post 1	Ext. 8008
RSO Office	Ext. 8778
Local Guard Watch Office	Ext. 8911
New Delhi Police Emergency	100
New Delhi Fire Emergency	101
New Delhi Medical Emergency	102

VII. Residential Security

In order to maintain the highest levels of security in your home, you must be proactive. The tips below will help to minimize the potential for an incident at your residence. Contact the Residential Security Coordinator at ext. 8366 if you have concerns or need to schedule your alarm system training.

- Use your alarm system. It is an effective deterrent against intrusion.
- Keep windows, doors and garages closed and locked when not at home. Doors should remain locked when at home.
- Never leave workers unattended while in your home.
- Instruct your household staff not to allow anyone into your home unless authorized by you in advance. Unannounced or unidentified persons should not be admitted into the home/gate.
- Cancel your newspaper subscription for the period you are away, or make arrangements for someone to collect it so passers-by will not know the house is vacant.
- Don't leave money or jewelry unsecured in your home. Record serial numbers or take photographs of all valuable items.
- Exercise key control. Never give all your house keys to your staff. If you choose to issue them keys, give them just one for one lock.