

SECURITY INFORMATION BRIEFING PACKAGE



**U.S. DEPARTMENT OF STATE
DIPLOMATIC SECURITY SERVICE
REGIONAL SECURITY OFFICE
AMERICAN CONSULATE GENERAL MUMBAI**

QUICK EMERGENCY PHONE LIST

U.S. CONSULATE - POST 1.....+91 (0)22 2672 4000

The U.S. Consulate General in Mumbai (Bombay) is located at C-49, G-Block, Bandra Kurla Complex, Bandra East, Mumbai, 400 051. American Citizen Services and after-hours duty officer are available for consultation.

POLICE.....100 & 108

FIRE.....101 & 108

AMBULANCE.....1066

POISON CONTROL (U.S.A.).....00-1-800-222-1222

MEDICAL:

Hospital Emergency and Ambulance..... 1298

Hospital Hinduja Hospital

Emergency: 2444-7507; 2445-2575 (Answered 24/7 by a RN or MD) MAIN No – 39818181. Hinduja National Hospital & Medical Research Centre, Veer Sawakar Marg, Mahim, Mumbai 400 016

Hospital..... Breach Candy Hospital

Emergency: 2366-7809 (Answered 24/7 by RN or MD) Emergency: 2366-7860. Information (Switchboard): 2367-3373; 2366-7788/7995; OPD: 2366-7800; 2367-1888. Reception: 2366-7788.#60
Bhulabhai Desai Rd, Breach Candy, Mumbai 400 026, Dr Meraney-022-23667803; Dr. Barman-022-23667802

Overall Crime and Safety Situation

As Mumbai has grown exponentially in the last several years, so too has the rate of crime. Mumbai's crime level is medium to high for a city with more than 22 million people. Based on available Mumbai Police statistics the crime rate continues to be an ongoing problem for the tremendously short staffed city police. Mumbai law enforcement has 33,000 officers to police its' rapidly growing city, which is 20 % less than what they are authorized. An international standard, the recommended police strength per 100,000 persons is 222 officers. Crime has affected expatriates with reports of burglary, stolen bags and passports, and valuables being fairly common though most of these crimes occur in a non-confrontational manner usually through stealth or forgetfulness of the victim. While street crime such as pick-pocketing and robbery/assault is not uncommon, areas frequented by foreigners are less vulnerable due to a generally adequate police presence. Violent crimes do occur in Mumbai, but for the most part are isolated in more high density areas such as slums and crowded apartment blocks.

There have been a few reports of western companies being the recipient of extortion threats by organized crime elements which seem to favor the construction industry. As India's IT sector expands, so does the complexity and capability of organizations conducting organized white collar financial scams and crimes. West African/Nigerian fraud rings are also active in Mumbai. While these groups target lower income Indian citizens, it is not uncommon for the groups to use the names of actual American diplomats or businessmen in their fraudulent materials.

Residential theft is a common occurrence amongst the Indian population normally occurring when the house or apartment is vacant but violence resulting in serious injury and/or death is rare. Another common type of residential theft is with the collusion of the household staff either stealing directly from their employer or the staff allowing acquaintances into the residence to pilfer while the employer is away.

The greater Mumbai metropolitan area contains approximately 22 million people, making it the largest urban area in India. 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. If traveling by train, passengers are urged to lock their sleeping compartments and take their valuables with them when leaving their berth. If traveling by air, passengers need to be particularly careful with their bags in the arrival and departure areas outside airports.

U.S. citizens, particularly women, are cautioned not to travel alone in India. Western women continue to report incidents of verbal and physical sexual harassment by men. Known locally as "eve-teasing," these incidents can be quite frightening. While India is generally safe for foreign visitors, rape continues to be the fastest growing crime in India. Indian government studies show a 9.2% increase during 2011 over the previous year in rape cases nationwide. 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 avoid walking in isolated areas alone at any time of day.

Mumbai is one of the more cosmopolitan areas of India. However, women traveling to the interior (rural areas) are advised to respect local dress and customs and dress modestly. Even wearing short pants in some areas can be viewed as provocative. For men, in certain areas common western gestures such as shaking hands with and/or addressing the opposite sex may be viewed as disrespectful and incite negative, possibly even violent reactions.

Violent crime, especially directed against foreigners, has traditionally been uncommon. As a U.S. citizen's purchasing power is comparatively large in India, visitors should exercise modesty and caution in financial dealings 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 business travelers and their family members for kidnapping and/or extortion.

Road Safety

Roads in Mumbai are in moderate condition, but the city's infrastructure is not keeping pace with its rapid growth. There is extreme traffic congestion in Mumbai that limits the number of high speed traffic accidents/fatalities. Officials in Mumbai report that approximately 72,000 accidents occur every year, resulting in an average of 14,000 deaths.

Travel by road in Mumbai is dangerous. One should exercise extreme caution when crossing streets even in marked pedestrian areas and try to use only cars that have seat belts. Seat belts are not common in public transport. Helmets should always be worn on motorcycles and bicycles.

Roads in Mumbai are in moderately good condition, but the city's infrastructure struggles to keep pace with its rapid growth. There is traffic congestion throughout Mumbai. Accidents are common due to lack of traffic enforcement and general disregard for traffic laws by undisciplined, aggressive motorists. Travel at night is particularly hazardous. Statistics in the report infer that motorists should be more vigilant during dark hours as the largest numbers of accidents occur between 9 pm and midnight, although "rush hour" (4pm to 7pm) is a close second.

Travel by road in India is dangerous. A number of U.S. citizens have suffered fatal traffic accidents in recent years. **Travel at night is particularly hazardous.** Buses, patronized by hundreds of millions of Indians, are convenient in that they serve almost every city of any size. However, they are usually driven fast, recklessly, and without consideration for the rules of the road. Accidents are quite common. Trains are safer than buses, but train accidents still occur more frequently than in developed countries.

In order to drive in India, one must have either a valid Indian driver's license or a valid international driver's license. Because of difficult road and traffic conditions, many Americans who visit India choose to hire a local driver.

On Indian roads, the safest driving policy is to always assume that other drivers will not respond to a traffic situation in the same way you would in the United States. On Indian roads, right makes right, and buses and trucks epitomize this fact. For instance, buses and trucks often run

red lights and merge directly into traffic at yield points and traffic circles. Cars, auto-rickshaws, bicycles and pedestrians behave only slightly more cautiously. Frequent use of one's horn or flashing of headlights to announce one's presence is both customary and wise.

Outside major cities, main roads and other roads are often poorly maintained and congested. Even main roads frequently have only two lanes, with poor visibility and inadequate warning markers. On the few divided highways one can expect to meet local transportation traveling in the wrong direction, often without lights. Heavy traffic is the norm and includes (but is not limited to) overloaded trucks and buses, scooters, pedestrians, bullock and camel carts, horse or elephant riders en route to weddings, bicycles, and free-roaming livestock. Traffic in India moves on the left. It is important to be alert while crossing streets and intersections, especially after dark as traffic is coming in the "wrong" direction (i.e., from the left). Travelers should remember to use seatbelts in both rear and front seats where available, and to ask their drivers to maintain a safe speed.

If a driver hits a pedestrian or a cow, the vehicle and its occupants are at risk of being attacked by passersby. Such attacks pose significant risk of injury or death to the vehicle's occupants or at least of incineration of the vehicle. It can thus be unsafe to remain at the scene of an accident of this nature, and drivers may instead wish to seek out the nearest police station. Protestors often use road blockage as a means of publicizing their grievances, causing severe inconvenience to travelers. Visitors should monitor local news reports for any reports of road disturbances.

International & Transnational Terrorism

The 2012 Global Terrorism Index (GTI), compiled by the Institute for Economics and Peace, has ranked India as the fourth most 'terror affected' country in the world from a list of 158 nations. Iraq was ranked number one, followed by Pakistan and Afghanistan. Yemen placed fifth on the list. The GTI ranks the countries based on the number of terror incidents, number of fatalities resulting from terrorism, total number of injuries sustained in terror strikes and estimated damage to property as a result of terror attacks.

Throughout India, attacks have targeted public places frequented by the general public (including westerners) such as hotels, aboard trains, train stations, markets, courthouses, mosques, sporting events, and restaurants. Attacks have mostly taken place during the busy evening hours in crowded places, but have proven they could occur at any time. International terrorist groups like Lashkar-e-Tayyiba (LeT) have shown a willingness to target Mumbai, since the vibrant city is the financial and entertainment capital of India. On November 26, 2008 ten terrorists conducted a combined arms suicide operation that lasted three days and killed at least 173 people and wounded at least 308. The attackers stormed and bombed hotels, a Jewish center, a train station, a cafe, and a hospital during the lengthy attack.

Despite the worldwide attention focused on the city during the November 2008 incident, Mumbai has been no stranger to terrorist attacks. On July 11, 2006 a group of terrorists linked to LeT detonated seven improvised explosive devices on Mumbai's Western Railway Line during the evening commute killing 183 people. In September 2006, three improvised explosive devices detonated in a market area of Malegaon, India (approximately 300 kilometers northeast of Mumbai). American citizens should exercise vigilance when in the vicinity of government

installations, visiting tourist sites, or attending public events in Mumbai. People should be aware of their surroundings and be alert for unattended bags or packages in these areas.

Coordinated attacks in Mumbai in late November 2008 targeting areas frequented by Westerners highlighted the risk of U.S. citizens becoming intended or unintended victims of terrorism in India. Anti-Western terrorist groups, some on the U.S. government's list of foreign terrorist organizations, are active in India, including Islamist extremist groups such as Harakat ul-Mujahidin, Jaish-e-Mohammed, Lashkar-e Tayyiba, and Harkat-ul-Jihad-i-Islami. The U.S. government continues to receive information that terrorist groups are planning attacks that could take place in locations throughout India.

There continues to be concern regarding violence from indigenous Islamic radical groups, most notably the Indian Mujahideen (IM). IM is believed to be a compilation of native Indians belonging to various groups such as the Student Islamic Movement of India and Lashkar-e-Tayyiba. IM has been implicated in a number of attacks, including the December 2010 bombing in Varanasi, and the serial bombing attacks in Delhi in September 2008.

Political Violence

A disparate number of Maoist extremist groups called “Naxals” or “Naxalites” are active in parts of the Mumbai Consular District. They are particularly active in rural parts of the Indian states of Chhattisgarh and extreme eastern Maharashtra and in border regions of the adjacent states of Andhra Pradesh, Madhya Pradesh, Uttar Pradesh, and Orissa. The Naxalites have a long history of conflict with state and national authorities including frequent attacks on local police, paramilitary forces, and government officials. The Naxalites have not specifically targeted U.S. citizens but have attacked symbolic targets that have included Western companies. While Naxalite violence does not normally occur in places frequented by foreigners, there is a risk that visitors could become unintended victims. Because of the fluid nature of the threat, the U.S. Mission requires all U.S. Government travelers to states with Naxalite activity to receive prior authorization from the Regional Security Officer responsible for the area to be visited. **Any travel to this region without prior permission will result in the immediate suspension and revocation of the Fulbright grant.**

Mumbai has experienced several large demonstrations in recent years but none have targeted U.S. Government properties recently. Over 250,000 people participated in an anti-American demonstration on March 2, 2006 during a visit by U.S. President George W. Bush to India. While the speakers and crowd voiced dissatisfaction with a series of U.S. policies, no reports of attacks against U.S. Government facilities or American businesses in the area around the protest site were reported. The Mumbai police professionally handle large demonstrations when they have advanced notice and can adequately plan for the event. The city also experiences spontaneous demonstrations and incidents of violence that can disrupt traffic flow in the city as well as cause damage to property before the police can respond. Examples of this phenomenon would be the numerous demonstrations that occurred in Mumbai 2009 because of labor and/or economic conditions. These protests usually occur with little or no warning and the police are quick to disrupt such protests with the result being often violent clashes between police and protestors resulting in injuries and sometimes death.

Political groups such as the Shiv Sena, a far-right political party based on Hindu nationalism, occasionally resort to political violence to make a point or protest labor issues. In January 2009 over 300 Shiv Sena members vandalized the Hotel Intercontinental Grand to protest the firing of 21 hotel employees. This protest caused minor injuries and thousands of dollars in damage to the hotel lobby.

Travelers should avoid political rallies, demonstrations, and large crowds of any kind. U.S. citizens, resident or traveling, in the Mumbai consular district are reminded to monitor the situation via media sources, including TV, radio and via the internet.

Civil Unrest

Large religious ceremonies that attract hundreds of thousands of people can result in dangerous and often life-threatening stampedes. Local demonstrations can begin spontaneously and escalate with little warning, disrupting transportation systems and city services and posing risks to travelers. In response to such events, Indian authorities occasionally impose curfews and/or restrict travel. U.S. citizens 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). Tensions between castes and religious groups can also result in disruptions and violence. In some cases, demonstrators specifically block roads near popular tourist sites and disrupt train operations in order to gain the attention of Indian authorities; occasionally vehicles transporting tourists are attacked in these incidents. India generally goes on "High Alert" status prior to major holidays. U.S. citizens should monitor local television and print media and contact the U.S. Embassy or the nearest U.S. Consulate for further information about the current situation in areas where you wish to travel.

Religious violence occurs in India, especially when tensions between different religious communities are exacerbated by groups pushing chauvinistic agendas. There are active "anti-conversion" laws in some Indian states, and acts of conversion sometimes elicit violent reactions from Hindu extremists. Foreigners suspected of proselytizing Hindus have been arrested, attacked and/or killed in conservative, rural areas in India in the past.

Because of the number and diversity of violence in India, Americans should be vigilant about security at all times. In general, U.S. citizens and foreigners are not specifically targeted in protests or religious violence; however all visitors and residents are advised to be extremely respectful of religious views, customs, and cultural practices.

On January 1, 2011, two foreigners were the victims of mob violence after they attempted to enter a local Hindu temple without removing their shoes and other alleged inappropriate behavior, to include charges of drunkenness. Agitated over this, a local group attacked and beat them until the police intervened. The two foreigners were arrested and charged with hurting religious sentiments. The charges were later reduced to misbehaving in a public place; they were ordered to pay a fine of Rs 1,500 and sentenced to one day imprisonment.

Off-Limits Travel

Jammu and Kashmir: Fulbright students and scholars in India are prohibited from traveling to Jammu & Kashmir (except for Ladakh) without permission, which is only granted by USIEF in close coordination with the U.S. Embassy in New Delhi, in exceptional circumstances. **Any**

travel to this region without prior permission will result in the immediate suspension and revocation of the Fulbright grant.

A number of terrorist groups operate in the state, targeting security forces that are present throughout the region, particularly along the Line of Control (LOC) separating Indian and Pakistani-controlled Kashmir, and those stationed in the primary tourist destinations in the Kashmir Valley: Srinagar, Gulmarg, and Pahalgam. Since 1989, as many as 60,000 people (terrorists, security forces, and civilians) have been killed in the Kashmir conflict. Foreigners are particularly visible, vulnerable, and at risk. In the past, serious communal violence left the state mostly paralyzed, due to massive strikes and business shut downs, and U.S. citizens have had to be evacuated by local police.

India-Pakistan Border: The State Department recommends avoiding travel to areas within ten kilometers of the border between India and Pakistan. Both India and Pakistan maintain a strong military presence on both sides of the border. The only official India-Pakistan border crossing point for persons who are not citizens of India or Pakistan is in the state of Punjab between Atari, India, and Wagah, Pakistan. The border crossing is usually open, but you are advised to confirm the current status of the border crossing prior to commencing travel. The State Department has published a travel warning for U.S. citizens planning to travel to all locations in Pakistan based on significant security concerns. For U.S. citizens, a Pakistani visa is required to enter Pakistan. A U.S. citizen seeking a Pakistani visa while in India must first come to the U.S. Embassy in New Delhi to sign an affidavit of intent to apply for the Pakistani visa. This is a requirement of the Pakistani government.

Both India and Pakistan claim an area of the Karakoram mountain range that includes the Siachen glacier. If you intend to travel to or climb peaks in the disputed areas you will face significant risks. The disputed area includes the following peaks: Rimo Peak; Apsarasas I, II, and III; Tegam Kangri I, II and III; Suingri Kangri; Ghiant I and II; Indira Col; and Sia Kangri. You can check with the U.S. Embassy in New Delhi for information on current conditions.

Northeastern states: Incidents of violence by ethnic insurgent groups, including bombings of buses, trains, rail lines, and markets occur with a degree of frequency in parts of Assam and Manipur. While U.S. citizens have not been specifically targeted, it is possible that you could be affected as a bystander. If Assam and Manipur are on your itinerary you are cautioned to avoid trains, crowds, and travel outside major cities at night. Security laws are in force, and the central government has deployed security personnel. U.S. government employees are prohibited from traveling to the states of Assam and Manipur without permission from the U.S. Consulate in Kolkata. When traveling to these areas, U.S. official travelers attempt to lower their profiles, limit their lengths of stay, and exercise extreme caution. Restricted Area Permits are required for foreigners to visit certain Northeastern states (see section IV below, "Restricted Areas").

East Central and Southern India: Maoist extremist groups, or "Naxalites," are active in East Central and some sporadic activity has been reported pockets in South India (Karnataka), primarily in rural areas. The Naxalites have a long history of conflict with state and national authorities, including frequent attacks on local police, paramilitary forces, and government officials, and are responsible for more terrorist attacks in the country than any other organization. Their campaign of violence and intimidation is currently on-going. Naxalites have not specifically targeted U.S. citizens but have attacked symbolic targets that have included Western companies and rail lines. While Naxalite violence does not normally occur in places frequented

by foreigners, there is a risk that visitors could become unintended victims of indiscriminate targeting by such violent extremists.

The Naxalites are active in a large swath of India from eastern Maharashtra and northern Andhra Pradesh through western West Bengal. They are particularly active in rural parts of the Indian states of Chhattisgarh and Jharkhand and in border regions of the adjacent states of Andhra Pradesh, Maharashtra, Madhya Pradesh, Uttar Pradesh, Bihar, West Bengal, and Orissa.

Certain parts of India are designated as "restricted areas" by the Indian government and require special advance permission to visit. These areas include:

The state of Mizoram

The state of Manipur

The state of Arunachal Pradesh

The state of Nagaland

The state of Sikkim

Portions of the state of Himachal Pradesh near the Chinese border

Portions of the state of Uttarakhand (Uttaranchal) near the Chinese border

Portions of the state of Rajasthan near the Pakistani border

Portions of the state of Jammu & Kashmir near the Line of Control with Pakistan and certain portions of Ladakh

The Andaman & Nicobar Islands

The Union Territory of the Laccadives Islands (Lakshadweep)

The Tibetan colony in Mundgod, Karnataka

More information on travel to/in restricted areas can be found at India's Bureau of Immigration. You can obtain "Restricted Area Permits" outside India at Indian embassies and consulates abroad, or within India, from the Ministry of Home Affairs (Foreigners Division) at Jaisalmer House, 26 Man Singh Road, New Delhi. The states of Mizoram, Manipur, Nagaland, Arunachal Pradesh, and Sikkim all maintain official guesthouses in New Delhi, each of which also can issue Restricted Area Permits for their respective states for certain travelers.

Post-Specific Concerns

Flooding during the monsoon season is of great concern in Mumbai. During July and August of 2005, in excess of 1,000 people died during the unprecedented flooding that occurred in the city. Flooding is exacerbated by inadequate drainage, clogged storm sewers, and expansive city growth. The monsoon season which lasts from June through September is the period of greatest concern. The worst flooding happens when a high volume storm coincides with a high tide, as there is no outlet for the rain.

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. 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.

All visitors are advised to familiarize themselves with local norms. U.S. citizens should monitor local news and consider the level of security when visiting public places, such as religious sites, hotels, restaurants, or entertainment and recreation venues. U.S. citizens are advised to keep a low profile, avoid crowds and demonstrations, and maintain valid travel documents. Travelers should plan on added time to account for increased security, especially at hotels and airports. American citizens should exercise vigilance when in the vicinity of government installations, visiting tourist sites, or attending public events in Mumbai. People should be aware of their surroundings, be alert for unattended bags or packages in these areas, and move away from and report any unattended bags to officials.

Tourism

Swimming in India: Visitors should exercise caution if swimming in open waters along the Indian coastline, particularly during the monsoon season. Every year, several people in Goa, Mumbai, Puri (Orissa), the Bay of Bengal and other areas drown due to the strong undertow. It is important to heed warnings posted or advised at beaches and to avoid swimming in the ocean during the monsoon season. Trained lifeguards are very rare along beaches.

Travelers to the Andaman Islands should be aware that there have been 24 reports of salt-water crocodile attacks during the past 25 years in the Islands. There have been four fatalities, including a U.S. citizen tourist in April 2010. Visitors are encouraged to seek advice from local residents about dangerous sea life before swimming and keep a safe distance from animals at all times.

Wildlife safaris: India offers opportunities for observation of wildlife in its natural habitat and many tour operators and lodges advertise structured, safe excursions into parks and other wildlife viewing areas for close observation of flora and fauna. However, safety standards and training vary, and it is a good idea to ascertain whether operators are trained and licensed. Even animals

marketed as “tame” should be respected as wild and extremely dangerous. Visitors should keep a safe distance from animals at all times, remaining in vehicles or other protected enclosures when venturing into game parks. Note that On July 24, the Supreme Court had banned tourists from the “core areas”, or the inner parts of parks where tigers are believed to breed and hunt, of all 41 tiger sanctuaries in the country, citing the danger posed to the animal by tourist traffic in parts of the reserves. In October, India’s Supreme Court lifted the ban on tourism in the core areas of the country’s tiger reserves and asked state governments to draw up conservation plans that follow the guidelines prepared by the National Tiger Conservation Authority. Each state government has been asked to prepare a tiger conservation plan that adheres to the national authority’s guidelines. These guidelines limit tourism to 20 percent of the core areas of tiger reserves and national parks, or the areas where tigers are believed to travel, breed and hunt.

Trekking in India: Trekking expeditions should follow routes identified for this purpose by local authorities. Visitors should solicit assistance only from registered trekking agencies, porters, and guides; suspend trekking after dark; camp at designated camping places; and ideally travel in groups of eight to ten people rather than individually or with one or two companions. Altitudes in popular trekking spots can be as high as 25,170 feet (7,672 m); visitors are advised to have to have a medical checkup or review their health conditions to assure that they are fit to trek and cycle at these altitudes.

Police Response

Police response in the city of Mumbai is fair. The Mumbai police do an effective job managing large scale protests and are responsive to security requests. American citizens needing immediate police assistance should call the Police Helpline by dialing 100 from any phone. Further information on the Mumbai Police can be found at <http://www.mumbaipolice.org>. If you have been detained by the police, please contact the Consulate's American Citizens Services Unit at +91 (22) 2672-4000 extension 4374 or 4398 workdays or via email at mumbaiacs@state.gov. After hours and on holidays and weekends, dial the above number and ask for the “Duty Officer.”

U.S. citizens who become the victim of a crime abroad should contact the local police and the nearest U.S. Embassy or Consulate (see the Department of State’s list of embassies and consulates). If a U.S. passport is stolen, the Embassy and Consulates can assist in replacing it. Theft or loss of a passport should be immediately reported to the police in the location where the passport was believed to be missing or stolen. A police report, called a FIR (First Information Report) is required by the Indian government in order to obtain an exit visa to leave India in the event of a lost or stolen passport. Although the Embassy or Consulate is able to replace a stolen or lost passport, the Ministry of Home Affairs and the Foreigners Regional Registration Office

(FRRO) are responsible for approving an exit visa. This process can take three to four working days.

For violent crimes such as assault and rape, the Consulate can assist with helping the victim find appropriate medical care, contacting family members or friends, and helping them send financial assistance, if needed. Although the investigation and prosecution of the crime are solely the responsibility of local authorities, consular officers can help explain the local criminal justice process and assist in finding an attorney if needed. Victims of crime in India need to obtain a copy of the police report (FIR) from local police at the time of reporting the incident. A copy of this report is helpful for insurance purposes in replacing lost valuables. Local authorities generally are unable to take any meaningful action without the filing of a police report.

The local equivalent to the “911” emergency line in India is “100.” An additional emergency number, “112,” can be accessed from mobile phones. In case of police detention or harassment, please contact U.S. Consulate General, Mumbai at +91-22-2672-4000.

U.S. citizens traveling in another country are subject to its laws; a U.S. passport does not exempt a visitor from abiding by local laws. U.S. citizens are also subject to abiding by certain U.S. laws even when outside of the country. Foreign laws and legal systems can be vastly different those in the U.S. In some places, travelers may be taken in for questioning if they are not carrying their passport. In some places, it is illegal to take pictures of certain buildings. In some places, driving under the influence of alcohol could result in immediate incarceration. These criminal penalties will vary from country to country. Visitors are strongly urged to know country-specific laws which may affect their activities in the localities where they are traveling. Also, while certain activities may be legal in the country visited, they may still be illegal in the United States and subject to prosecution in the U.S. For example, U.S. citizens can be prosecuted in the United States for activities conducted outside of the U.S. such as: buying pirated goods, engaging in sexual activities with children, or use/dissemination of child pornography.

Per international treaty obligations, U.S. citizens arrested in India have the right to immediately notify, or have officials notify, the nearest U.S. Embassy or Consulate of the arrest. U.S. citizens should insist on this as a right since it is often overlooked. Though the Embassy and Consulates may not intervene in legal matters, they can provide information on lawyers and the local justice system, can visit incarcerated U.S. citizens, and can serve as a liaison with parties approved by the incarcerated individual.

Medical Emergencies

Emergency medical services in Mumbai are extremely limited. Ambulances are poorly equipped and traffic congestion could prevent speedy transport to a hospital. Emergency medicine/trauma care is still below western standards, but steps are being made to improve this capability.

A Mumbai hospitals and ambulance listing can be found at the following website:
http://mumbai.usconsulate.gov/hospitals_new.html

Air Ambulance Services

International SOS has a Mumbai office which can be contacted at +91-22-4068-3000 and a 24 hour Alarm Center which can be contacted at +91-11-4189-8800. International SOS Asia-Pacific website: http://www.internationalsos.com/en/asiapacificregion_india.htm

Private air ambulance service in Mumbai is also provided by Indian Aero-Medical Services Private Ltd. Local contact numbers are +91-98-2004-3432, +91-98-2102-1255, or +91-98-2132-7232.

Tips on How to Avoid Becoming a Victim

Travelers should take standard security precautions when visiting Mumbai. In addition, travelers should keep the following in mind:

- Caution should be taken when in high poverty areas of the city.
- Travelers should avoid the Red Light district of Kamathipura. Local press reports indicate an extraordinarily high HIV rate among local sex workers.
- Travelers should exercise caution around large public celebrations like New Year's celebrations in Mumbai. In the last two years, female American citizens have been attacked by local youths at these celebrations.
- Indian law prescribes severe penalties for drug related crimes, which apply to both citizens and foreigners alike.
- Refrain from taking pictures of Indian Government facilities, train stations, airports, power plants, or other key sites receiving protection from the Government of India.

Further Information

The Consulate is located in the industrial park section of Mumbai known as Bandra Kurla Complex. The address is C-49, G Block, Bandra Kurla Complex, Bandra East, Mumbai 400 051. Taxi drivers may also know the area for the Trident Hotel or American School of Bombay. The 24-hour telephone number is +91(22)2672-4000 and the fax number is +91(22)2672-4755. The Consular Section, Political/Economic Section, the Consulate Duty Officer and the Regional Security Office (RSO) can be contacted through the main consulate telephone number. For any additional information please visit the American Consulate General Mumbai website at

Medical Emergencies:

- a. Contact information for recommended local hospitals and clinics, including local address:
The quality of medical care in India varies considerably. Medical care is available in the major population centers that approaches and occasionally meets Western standards, but adequate medical care is usually very limited or unavailable in rural areas.

Medical tourism is a rapidly growing industry. Companies offering vacation packages bundled with medical consultations and financing options provide direct-to-consumer advertising over the internet. Such medical packages often claim to provide high quality care, but the quality of health care in India is highly variable. People seeking health care in India should understand that medical systems operate differently from those in the United States and are not subject to the same rules and regulations. Anyone interested in traveling for medical purposes should consult with their local physician before traveling and refer to the information from CDC.

The U.S. Embassy and Consulates in India maintain lists of local doctors and hospitals, all of which are published on their respective websites under "U.S. Citizen Services."

- b. Recommended air ambulance services: www.internationalsos.com

Travelers should not assume their health plans or insurance cover them outside of the United States. It's very important for travelers to find out their coverage BEFORE they leave the country. Travelers should review their health insurance plans in two areas:

1. Does the policy apply outside of the United States?
2. Will it cover emergencies like a trip to a foreign hospital or an evacuation?

Emergency medical evacuation by air can be extremely expensive (over \$25,000). Many companies offer limited term insurance for travelers to cover medical contingencies requiring air evacuation.

In many places, doctors and hospitals still expect payment in cash at the time of service. Regular U.S. health insurance may not cover doctors' and hospital visits in other countries or be accepted by the medical providers. If a traveler's health insurance policy does not include provisions for outside of the U.S., supplementary travel insurance is recommended for the trip.

- c. CDC country-specific vaccination and health guidance (link to CDC homepage):
<http://www.cdc.gov/>

For visitors arriving to India from Sub-Saharan Africa or other yellow-fever areas, Indian health regulations require the presentation of evidence of vaccination against yellow fever. Travelers without proof of immunization could be subjected to immediate deportation or a six-day detention in the yellow-fever quarantine center. Even if only transiting through any part of sub-Saharan Africa, even for one day, travelers are advised to carry proof of yellow fever immunization.

Good information on vaccinations and other health precautions is available from the Centers for Disease Control and Prevention (CDC) or by calling the hotline for international travelers at 1-877-FYI-TRIP (1-877-394-8747). For information about outbreaks of infectious diseases abroad, travelers should consult the World Health Organization (WHO). The WHO website also contains additional health information for travelers, including detailed country-specific health information. These websites provide useful information, such as suggested vaccinations for visitors to India, safe food and water precautions, appropriate measures to avoid contraction of mosquito-borne diseases (such as malaria and Japanese B encephalitis), suggestions to avoid altitude sickness, etc. Further, these sites provide information on disease outbreaks that may arise from time to time – outbreaks of mosquito-borne viral diseases such as dengue fever and chikungunya occur in various parts of India each year. U.S. citizens are advised to check these sites shortly before traveling to India. Further health information for travelers is available from the WHO.

Outbreaks of Avian Influenza (H5N1 virus) occur intermittently in eastern India, including West Bengal, Manipur, Sikkim, and Assam. There have been no reported cases of Avian Influenza infections in human beings. Updates on the avian influenza situation in India are published on the Embassy's website. Information on avian influenza (bird flu) is provided on the Department of State's Avian Influenza Fact Sheet.

H1N1, also known as the swine flu, has been reported in India in travelers coming from or transiting through the United States, and has spread locally throughout India. Individuals traveling with flu like symptoms should strongly consider delaying their travel until their symptoms have resolved for the protection of other passengers and the risk of being quarantined in a communicable public hospital on arrival in India. H1N1 vaccine and seasonal influenza vaccine are available in India.

Tuberculosis is an increasingly serious health concern in India. For further information, travelers can consult the CDC's Travel Notice on TB.

Rh-negative blood may be difficult to obtain as it is not common in Asia.

Monkey bites have occurred and can transmit rabies and herpes B among other diseases to human victims. Visitors should avoid feeding monkeys. If bitten, individuals are advised to immediately soak and scrub the bite for at least 15 minutes and seek urgent medical attention.

Tips on How to Avoid Becoming a Victim

- a. Alert U.S. private sector organizations to any crimes/scams that are unique or especially prevalent in the country/city:

Major airports, train stations, popular restaurants, and tourist sites are often used by scam artists looking to prey on visitors, often by creating a distraction. Visitors should be wary of taxi drivers and others, including train porters, who 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, and unwanted "tours," unwelcome "purchases," and even threats when the tourists try to decline to pay. There have been several disturbing reports of tourists being lured to and then 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. 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, do not to accept food or drink from strangers.

Some vendors sell carpets, jewelry, gemstones, or other expensive items that may not be of the quality promised. Visitors are advised to deal only with reputable businesses and be judicious in providing credit card information. If a deal sounds too good to be true, it is best avoided. Most Indian states have official tourism bureaus set up to handle complaints.

A growing number of foreigners have fallen prey to property scams, usually being convinced to invest in property along with an Indian partner. Rarely do the partnerships survive. The trend has the Indian partner eventually using a pretext to make a claim on the entire property, generally after construction or restoration is complete or to offer the foreign partner an inadequate sum to buy out their share. Lacking knowledge of the Indian legal system in order to fight for what is rightfully theirs, the foreign partner often loses considerable sums of money.

A number of other scams against foreign travelers have been reported, particularly in Goa, Jaipur, and Agra. The scams generally target younger travelers and involve financial proposals for the visitor to privately transport 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.

U.S. citizens are cautioned against buying counterfeit and/or pirated goods, even if they are widely available. Not only are the bootlegs illegal in the United States, the purchase may be breaking local law too.

- b. Include any areas of the country/city to be avoided and include best security practices:

Officially there are no specific areas to be avoided however travelers should be cautious when traveling and keep their hotel room numbers private and should select hotels in which the room doors have chains, deadlocks, and spy-holes. In addition, travelers are advised to hire cars and drivers through known firms or established locations – such as at

the hotel or pre-paid taxis at the airport -- rather than hailing random taxis on the street. If the taxi or car does not have a operating meter, travelers are advised to negotiate their rate in advance to prevent disputes over the charges at the end of the trip. Travelers should avoid traveling alone in hired taxis, especially during the hours of darkness. Persons encountering threatening situations should dial “100” for police assistance.

c. Best situational awareness practices

All travelers should use the same common sense when traveling overseas that they would at home. U.S. citizens should be especially cautious in areas where crimes globally more frequently occur, which include train stations, tourist sites, market places, festival locations, and marginal areas of city. Other common sense practices include:

- When walking, avoid short cuts, narrow alleys, poorly-lit streets, and traveling alone at night;
- Avoid public demonstrations and other civil disturbances.
- Generally keep a low profile and avoid loud conversations or arguments.
- Do not discuss travel plans or other personal matters with strangers.
- Beware of strangers who approach you, offering bargains or to be your guide.
- For women, wear the shoulder strap of your bag across your chest and walk with the bag away from the curb to avoid purse-snatchers. Be judicious where you wear and display showy and expensive jewelry (a common crime are criminals on foot or motorbikes snatching necklaces or earrings from women often causing serious injury in the process to the victim.) Use small locks on backpacks to deter pickpockets.
- Appear purposeful in your movements. Even if lost, act as if you know where you are going. When possible, ask directions only from individuals in authority.
- If confronted by someone trying to rob you, give up your valuables. Money, valuables and passports can be replaced, but you cannot.

Also,

Plan ahead: Know where you are going. Have ground transportation prearranged at your destination. Have the phone numbers of local friends and contacts readily available and/or saved to your mobile phone. If you schedule a meeting with a potential client, research the company and the individual with whom you are meeting. Meet in a public place, such as a restaurant. Prefer pre-paid taxi booths for hired transportation. Preplan your destination regarding your stay and tourism. Never take the advice of taxi drivers or other casual acquaintances regarding your stay or tourism in Chennai. Do not drive in rural areas after dark.

Hotels: 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 room or hotel safe. Let someone know when you expect to return if you are out late at night. Read the fire safety instructions in your hotel room and 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 single action could be a lifesaver if you have to crawl through a smoke-filled corridor.

Public Transportation: Buses and trams are overcrowded and poorly maintained. Crime is covert and pick-pocketing of patrons using public buses is common. Reports of harassment of women on crowded buses are also common. Use metered taxis or hotel vehicles for transportation in and around the city. If a metered taxi is not available, you should agree on the fare with the driver prior to embarking on the journey. Beware of unmarked cabs (which may not be cabs at all) and only take taxis clearly identified with official markings. Theft aboard trains along popular tourists' routes has occurred. 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, position your luggage in manner so that you are awakened if someone attempts to tamper with the luggage. 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.

Money: Visitors from the U.S. often have greater purchasing power compared to that of the general population in India. Travelers should always exercise modesty in dress and actions and caution in their financial dealings to reduce the chance of being a target for robbery or other serious crime. Do not flash large amounts of money when paying bills. Make sure your credit card is returned to you after each transaction. Deal only with authorized agents when you exchange money, provide credit card information, buy airline tickets, or purchase souvenirs. Do not change money on the black market. If your possessions are lost or stolen, report the loss immediately to the local police. The Consulate General can assist you with understanding local police procedures. Keep a copy of the police report for insurance claims.

Vehicles Break-Ins: Vehicle thefts are infrequent, but proper security measures should be taken. Vehicles should be locked at all times. For travelers, hiring a professional driver is recommended. Driving in Mumbai can be highly stressful and difficult for most foreigners to adjust to safely.

Residential Burglaries: Burglaries tend to occur when there are security vulnerabilities. For residents, installing window grilles and solid core doors with deadbolt locks on exterior doors is highly recommended. Residents are also recommended to have proper perimeter walls around the residences and, optimally, vetted guards.

Local Market and Tourist Sites: Criminal acts commonly occur at local markets and tourist areas. Foreigners are favorable targets because they often carry a considerable amount of cash and are easily distracted by the sites. Exercise good personal security and situational awareness when visiting these venues. Secure purses, backpacks and valuables on your person.

Mumbai Airport: Crime is not common at the airport due to the strong police presence. Upon leaving the airport building, passengers should take precautions because of the large crowds and chaotic atmosphere, which is ideal for pickpockets. Passengers are also cautioned when coming out of the airport to stay away from anyone offering cheap residential accommodation or transportation.

Photographs: Refrain from taking pictures of Indian Government facilities, train stations, airports, power plants, or other key sites receiving protection from the Government of India.

U.S. Embassy/Consulate Location and Contact Information

- a. Embassy/Consulate addresses and hours of operation
0800-1630pm; M-Fri. except U.S. and Local holidays
- b. Provide Embassy/Consulate contact numbers: RSO, Embassy/Consulate Operator, ACS (after hours number), Marine Post One
The *U.S. Embassy in New Delhi* is located at Shanti Path, Chanakya Puri 110021; telephone 91-11-2419-8000; fax 91-11-2419-8407.

The *U.S. Consulate General in Mumbai* (Bombay) is located at C-49, G-Block, Bandra Kurla Complex, Bandra East, Mumbai, 400 051. ACS and after-hours duty officer available 24/7.
Telephone 91-22-2672 4000; fax 91-22-2672 4755.

The *U.S. Consulate General in Kolkata* (Calcutta) is at 5/1 Ho Chi Minh Sarani, 700071; telephone 91-33-3984-2400; fax 91-33-2282-2335.

The *U.S. Consulate General in Chennai* (Madras) is at 220 Anna Salai, Gemini Circle, 600006; telephone 91-44-2857-4000; fax 91-44-2857-4443.

The *U.S. Consulate General in Hyderabad* is at Paigah Palace, 1-8-323 Chiran Fort Lane, Begumpet, Secunderabad, Andhra Pradesh, 500003; telephone 91-40-4033-8300; fax 91-40-4033-8301.