



## Australian Embassy

### Nepal

Welcome to Nepal.

This document is intended as a basic guide to Australians travelling or living in Nepal. Please let us know if you have suggestions for improving its content.

Please ensure you are familiar with the latest version of the Australian government's travel advice for Nepal, available at [www.smartraveller.gov.au](http://www.smartraveller.gov.au).

For matters relating to **visas to Nepal**, please contact the Nepal Department of Immigration:

Location: Kalikasthan, Kathmandu  
Telephone: +977 1 443 3934 / 442 9660 / 443 8862 / 443 8868  
Fax: +977 1 443 3935  
Email: [mail@immi.gov.np](mailto:mail@immi.gov.np)  
Web: <http://www.immi.gov.np>

#### **Nepal Department of Immigration office hours**

Sunday to Thursday: 10:00 – 17:00 (February to October)  
10:00 – 16:00 (November to January)  
Friday: 10:00 – 15:00

For advice on **visas to other countries**, please contact the relevant Embassy.

**Local law:** Australians are reminded that they are subject to local laws when overseas. A violation of local laws may result in a jail sentence, served in a local prison. The judicial system in Nepal is tough on drug offenders. Foreigners in Nepal can be arrested for offences which may be treated as minor in nature under Australia's justice system. Under the Nepalese legal system, persons can be detained by police for up to 25 days without formal charge.

Embassy staff are not qualified to provide legal advice but can assist with finding legal representation. For a list of some law firms in Nepal with English-speaking staff, please contact the Consular Section of the Embassy.

**Medical:** In Kathmandu, expatriates most commonly use either the CIWEC Clinic or the International Clinic for medical treatment. Both have expatriate or overseas-trained staff.

**Driving in Nepal:** To drive in Nepal, you must hold either a valid Nepali licence or a valid International Driver's Permit.

## AUSTRALIAN EMBASSY CONSULAR SERVICES

The Australian Government's consular services charter outlines the consular services and assistance provided by the Department of Foreign Affairs and Trade. There will be circumstances in which our ability to provide consular support may be limited. These circumstances are outlined in the charter, available at from the embassy or online at <http://smartraveller.gov.au/services/Pages/consular-services-charter.aspx>

Each case is unique and our assistance will depend on the circumstances and availability of consular resources. We may be able to:

- issue replacement passports and travel documents for a fee
- provide details of local doctors and hospitals in a medical emergency
- if you are the victim of a serious assault or other crime, provide appropriate help, including details of local lawyers and details of interpreters
- if you are arrested, visit or contact you to check on your welfare, provide details of local lawyers and details of interpreters if required and do what we can to see you are treated fairly under the laws of the country in which you have been arrested
- provide advice and support in a wide range of other cases including the death of relatives overseas, missing persons and kidnappings
- if you agree, we will contact friends or family on your behalf. In some circumstances we may contact your friends or family where we have been unable to get your consent
- make special arrangements in cases of international terrorism, civil disturbances and natural disasters (fees may apply)
- in some locations enable you to vote in Australian federal and some state elections while overseas
- provide some notarial services, including witnessing and authenticating documents and administering oaths and affirmations (fees apply).

There are a range of tasks which are outside the consular role or which we do not provide for policy reasons. These include:

- guarantee your safety and security in another country or make your travel arrangements
- give you legal advice, interpret or translate documents, though we may provide details of local lawyers and translators
- intervene in another country's court proceedings or legal matters including employment disputes, commercial disputes, criminal cases and family law matters or child custody disputes
- carry out searches for missing people, which is the responsibility of local authorities
- investigate crimes or deaths overseas, which is the responsibility of local authorities
- get you out of prison or prevent you from being deported
- get you better treatment in prison than local prisoners, although we may raise welfare concerns with local authorities with your consent
- post bail or pay your fines or legal expenses
- enforce an Australian or any other custody agreement overseas or compel a country to decide a custody case
- pay for medical or psychiatric services or medications
- pay your pension or social security benefits
- arrange visas, licences, work or residency permits for other countries
- intervene in immigration, customs or quarantine matters in other countries,
- store lost property, or
- receive or send postal items on your behalf

## USEFUL TELEPHONE NUMBERS

Australian Embassy, Bansbari	+977 1 437 1678 (Monday – Friday: 08:30 – 17:00)
Tourist Police:	+977 1 470 0750 (Kathmandu) +977 6 146 2761 (Pokhara) 1144
Fire:	101
Police:	100
Control Room Ministry of Home Affairs:	+977 1 421 1208 +977 1 420 0002 (24 hours/7 days)
International Clinic:	+977 1 443 4642
CIWEC Clinic:	+977 1 442 4111

## AUSTRALIAN CITIZEN REGISTRATION

All Australians travelling overseas, whether for tourism, business, short or long stays, are strongly encouraged to register with the Department of Foreign Affairs and Trade. Australians can register in person at the Embassy in Bansbari or at [www.orao.dfat.gov.au](http://www.orao.dfat.gov.au).

The registration information provided by you will help us to find you in an emergency - whether it is a natural disaster, civil disturbance or a family emergency. It may also be used to pass other information to you such as new travel advisories, notice of elections and information on other matters relevant to travellers and expatriates. Your information is strictly protected by the *Privacy Act 1988*.

To keep our records up to date please remember to notify us of any change of address or phone number, or when leaving Nepal permanently. **We have no way of knowing if your details have changed unless you inform us.**

If your registration details change in any way, please inform the Consular Section on +977 1 437 1678.

**It is essential that you inform us if you decide to stay in Nepal longer than the departure date you entered when you first registered with us.** If you do not advise us of this change, you will no longer be registered with the Embassy. Your registration file becomes inactive based on your entered departure date. Once your departure date has passed, your registration will not appear on our database and, in case of emergency, we will not know you are still in Nepal.

**Smartraveller Website:** [www.smartraveller.gov.au](http://www.smartraveller.gov.au)

The Smartraveller website is maintained by The Department of Foreign Affairs and Trade as a source of information and advice for Australians wishing to travel overseas. On the Smartraveller website, you can navigate to our travel advisories, read our frequently asked questions, register your overseas contact details and locate a wealth of information about safe, smart travel.

The Department of Foreign Affairs and Trade's travel advice provides accurate, up-to-date information about the risks Australians might face overseas, enabling you to make well-informed decisions about whether, where and when to travel.



## **PREPARING FOR EMERGENCIES NATURAL DISASTERS**

Nepal is prone to natural disasters, particularly earthquakes, flood and landslides. The Australian Government, through its consular officials, endeavours to assist Australians in emergency situations. In Kathmandu, earthquake preparedness is a major preoccupation of the Embassy. This does not, however, diminish the obligation of Australian residents in Nepal to prepare themselves as well as they can for a possible crisis. The Embassy is not equipped to serve as a refuge for significant numbers of Australians following a natural disaster.

### **Things you can do now to prepare:**

- register your contact details with the Embassy at [www.orao.dfat.gov.au](http://www.orao.dfat.gov.au);
- read an earthquake information booklet;
- assemble an earthquake emergency kit (see list below for recommended inclusions);
- learn basic first aid;
- learn how to turn off the gas and electricity at your home or office;
- make sure that furniture items are secure;
- photocopy passports and other important documents. Store copies away from home (e.g. at work); and
- learn how to contact the local authorities and provide directions to your home or office in Nepali.

### **If a tremor strikes:**

- take cover under a sturdy table or in a doorway;
- move away from windows, mirrors, hanging objects and tall, unsecured furniture;
- if possible, open an external door to secure a means of escape after the earthquake; and
- if driving, pull over to the left.

### **After the earthquake:**

- turn off any heat sources that could cause fires;
- check your immediate surroundings for fire, gas leaks, broken glass and other hazards;
- don't rush outside as falling roof tiles, glass and downed electrical wires can cause injury;
- if in a public area, follow instructions from officials;
- notify the Australian Government of your situation (through the Consular Emergency Centre in Australia on +61 2 6261 3305 or directly with the Embassy if phone lines are not working); and
- call, SMS or email your family in Australia and ask them to let others know about your welfare (if phone lines are available).

If there were to be a major natural disaster in Nepal, the Department of Foreign Affairs and Trade would endeavour to contact all Australians living in or visiting Nepal to confirm their wellbeing. For this reason, it is vital that we maintain your contact details.

*If there were to be a major natural disaster in Nepal, we would advise Australians using all available means (SMS, phone, radio, TV) whether or not to seek shelter at the Embassy following an evaluation of the severity of the incident and the conditions prevailing at the Embassy itself.*

## EMERGENCY KIT

Your chances of surviving a major earthquake will be enhanced if you make the necessary preparations now, including assembling an emergency kit to help you through the first two weeks until international assistance becomes available. Emergency kits should include, as a minimum:

- water for your family for at least two weeks (four litres per person per day);
- food for your family for at least two weeks (preferably canned, high-energy or precooked foods requiring little heat or water). Consider family members with special dietary needs, including infants;
- sleeping bag or blanket for each family member;
- cooking utensils, plastic plates/cups, can opener, paper towels, plastic;
- matches or lighter;
- protective clothing and footwear for all members of the family (including underwear, rain wear, gloves, and masks - to avoid inhaling dust);
- first aid kit with instructions;
- essential medications, glasses, contact lenses, etc.;
- copies of ID cards, passport, bankbooks;
- some cash;
- list of essential phone numbers, including police (100), fire and ambulance (111) and the Embassy (01 437 1678);
- personal items such as soap, toothbrush, female hygiene supplies, infant supplies, towels, toilet paper, mosquito repellent;
- paper and pen, map of Kathmandu or local area;
- string, adhesive tape;
- vinyl ground sheet;
- portable battery operated radio;
- torch;
- spare batteries for radios and torches; and
- a rucksack for storage of emergency kit items.

You should also have a separate emergency kit **in your car** that includes essential items such as water, high-energy biscuits, copies of ID cards, a list of essential phone numbers, a map, and a first aid kit.

Other preparations you should think about and discuss with family members as part of your preparations, include:

- decide how and where your family would reunite if separated in a crisis;
- be familiar with your child's school evacuation plan;
- know the safe spots in each room such as under sturdy tables, desks, beds or against inside walls or in a corner;
- know the danger spots such as near windows, mirrors, hanging objects, and tall unsecured furniture; and
- keep a pair of shoes beside your bed in the event that an earthquake occurs during the night and there is broken glass in your home.

*If an evacuation centre were to be established at the Australian Embassy, Kathmandu, Australians resident in Nepal would be expected to bring their emergency kits with them to assist themselves and their families until international assistance arrives.*

The Government of Nepal has helpful information about earthquakes available at a variety of websites, including:

- National Emergency Operations Centre: [www.neoc.gov.np](http://www.neoc.gov.np)
- National Seismological Centre: [www.seismonepal.gov.np](http://www.seismonepal.gov.np)
- Nepal Disaster Risk Reduction Portal: [www.drrportal.gov.np](http://www.drrportal.gov.np)