



The U.S. Embassy in Nepal
Maharajgunj, Kathmandu
www.np.usembassy.gov
consktm@state.gov
(+977)(1)423-4000

Stay Safe in Nepal

Welcome to Nepal! Thank you for enrolling in the State Department's Smart Traveler Enrollment Program (STEP). We encourage every U.S. citizen visiting or living in Nepal to enroll online – it's the best way to help us help you! This message provides core information to help you stay safe in Nepal, both on a day-to-day basis and in an emergency situation. Whether you are in Nepal for just a few days or for many years, we recommend that you save a copy of this email on your electronic devices. Make a point to print out copies, as well, and keep them alongside the emergency preparedness supplies in your home, office, and car.

Embassy Kathmandu uses STEP to send both emergency alerts and routine messages by email. We encourage you to enter as much information into STEP as possible because the details you enter can also help us contact you or your loved ones in an emergency. Make changes or updates to your account at STEP.state.gov. Remember, if you stay longer than the date that you originally entered, you will no longer be enrolled unless you update your details in STEP. Please know that any information you provide is protected and will not be released without your permission.

Embassy Kathmandu is Here to Help

The Embassy's consular section provides routine and emergency consular services for citizens in Nepal. The Embassy website contains information about all of our services. Visit np.usembassy.gov/u-s-citizen-services to learn more about the range of our ability to assist, including:

- Security alerts and messages
- Lists of local lawyers and medical service providers
- What to do if you are the victim of a crime or are arrested
- Notarial services that the Embassy can and cannot provide
- Renewing a passport or replacing a lost or stolen document
- Documenting the birth of a child born to U.S. citizen parent(s)
- Making important decisions when a loved one dies in Nepal
- Federal government issues including voting, taxes, and social security

Notarial services, including completing the affidavit of eligibility for marriage and the driver's license affidavit required to obtain a Nepali license based on a valid U.S. license, are available by appointment only on Monday, Thursday, and Friday afternoons. **Passport and citizenship services** are available by appointment only on Tuesday afternoons. Make appointments online at go.usa.gov/Yjc.

For needs outside of that schedule, email consktm@state.gov or dial (+977)(1)423-4000 during working hours. For **urgent emergency assistance** outside of business hours, citizens can dial the same number and ask to be connected with the emergency duty officer. If the primary number does not work, you can also try the analog back-up number (+977)(1)400-7200.

Please note that the local government is the **first responder** in an emergency situation. Dial 100 to contact the police in Nepal. Dial 1144 to contact the tourist police. Contact information for other emergency assistance resources, as well as legal and medical service providers, is available on the [Embassy website](#).

We understand that you may have questions about how to obtain **U.S. visas** for friends and family. The best information about visa and lawful permanent resident issues is available at np.usembassy.gov/visas. Visit ustraveldocs.com/np for information on applying for a non-immigrant visa, as well as contact details if you need additional assistance. Email questions to supportnepal@ustraveldocs.com. Call (+1)(800)091-0114 in Nepal. Call (+1)(703)988-3428 in the United States. Please note that we can only respond to case-specific visa inquiries by email at consktm@state.gov and that federal law limits our discussion of visa applications.

Know Before You Go

We believe that a well-informed traveler is a safer traveler. Consular officers around the world compile country details, travel advisories, fact sheets, and emergency alerts to provide you with timely and accurate **information about every country** in the world. This information is always available at travel.state.gov.

The Nepal page is updated regularly and includes the most important information about traveling here and our general advice on staying safe in Nepal. **Do not trek alone**. Follow all local laws. Maintain appropriate visa status. Avoid demonstrations and large crowds. Purchase travel and medical evacuation insurance. Be aware that infrastructure, government services, and medical assistance may not be up to U.S. standards. Visit the Nepal information page at travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages/Nepal.html for additional advice and guidance on:

- Entry, exit and visa requirements
- Customs regulations and currency restrictions
- Personal safety and general security information

- Suggestions for staying safe while trekking
- Best practices to consider before volunteering
- Local health and medical care concerns and
- Travel and transportation risks

Planning for Earthquakes and Crisis Situations

Nepal is vulnerable to a variety of natural disasters and other crises. In the event of a major earthquake or other widespread disaster, roads may be impassable, civil infrastructure damaged, telecommunications limited, and emergency services unavailable. This reality places an increased responsibility on visitors and residents alike to plan ahead for emergency situations and prepare to provide for their own needs for an extended period of time, whether at home, work, or on the road.

Earthquakes are a serious risk in Nepal and should be one of the central components of your crisis preparedness efforts. A variety of official U.S. government sources make excellent resources available as you consider the things that you should do before, during, and after a major earthquake. Learn about best practices, including personal “go-bags” and loading maps with saved locations onto your phone for offline use in case the internet is unavailable. One excellent online resource is FEMA’s “Earthquake Safety Checklist,” which is available online as a PDF at [fema.gov/media-library/assets/documents/3234](https://www.fema.gov/media-library/assets/documents/3234). Others resources include:

- Earthquake Country Alliance – [earthquakecountry.org](https://www.earthquakecountry.org)
- Earthquake Hazard Program – [earthquake.usgs.gov](https://www.earthquake.usgs.gov)
- Earthquake Safety at Home – [fema.gov/earthquake-safety-home](https://www.fema.gov/earthquake-safety-home)
- The Ready Campaign – [ready.gov/earthquakes](https://www.ready.gov/earthquakes)

The government of Nepal also makes helpful information about earthquakes available at a variety of websites, including:

- National Emergency Operation Center – [neoc.gov.np](https://www.neoc.gov.np)
- National Seismological Centre – [seismonepal.gov.np](https://www.seismonepal.gov.np)
- Nepal Disaster Risk Reduction Portal – [drrportal.gov.np](https://www.drrportal.gov.np)



Communication During a Crisis

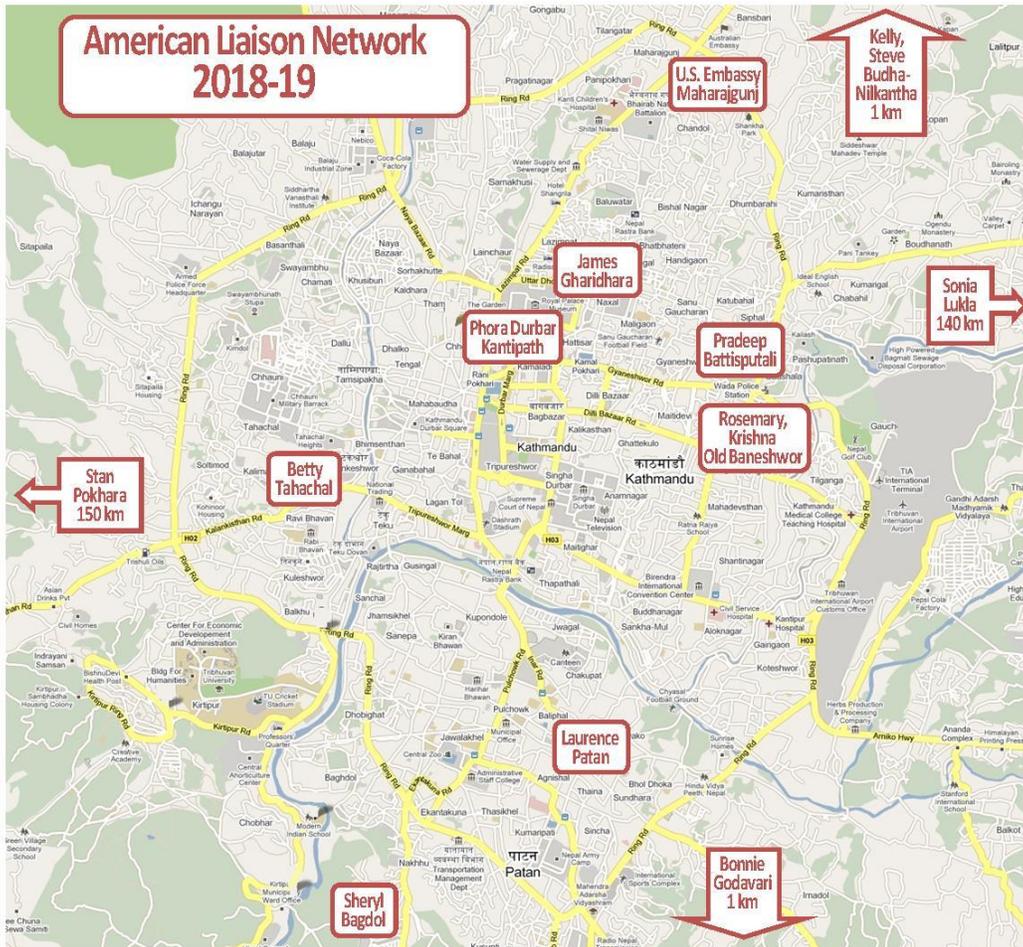
In the event of a crisis, remember to let loved ones back home know your status as soon as possible and to update your social media. The Embassy will use all available means of communication including email, the [Embassy website](#), our Facebook page (facebook.com/nepal.usembassy), Twitter account (twitter.com/usembassynepal), and mass media to make applicable information available to U.S. citizens. If you need emergency assistance, reach out to the Embassy by phone at (+977)(1)423-4000 or (+977)(1)400-7200), or by email at consktm@state.gov. If cell service is unavailable, try landline phones. In remote areas, satellite phones may be the only option. Some citizens might choose to walk or travel to the Embassy compound in Maharajgunj or to the Phora Durbar American Club in Kantipath for information, but please know in advance that traveling to these facilities may not always be the safest option and that the Embassy may not always be able to provide immediate assistance or safe shelter.

The American Liaison Network

In the event that electronic communication is unavailable in Kathmandu valley, you can also contact the nearest Citizen Liaison Volunteer (CLV.) Scattered in and around Kathmandu, these long-term residents have volunteered to assist their fellow citizens as needed. Each CLV is connected to the Embassy through a two-way hand-held radio. In the event of a wide-scale crisis, CLVs will hang a laminated sign including a large American flag at a pre-designated landmark near their home. CLVs will write the latest messages from the Embassy onto the sign and also provide directions to their home in case you need to relay a message through the CLV radio network. If the nearest CLV is not available, try the next closest CLV.

Attached to this welcome email is a PDF that will introduce you to our Citizen Liaison Volunteers, including their contact information and a map of the pre-designated landmarks where they will hang their laminated flag in the event of a crisis. You are also welcome to reach out to any of the CLVs in advance of an emergency. Introduce yourself to the CLVs closest to where you live, work, or play, and take advantage of their wealth of experience in Nepal.

Stay safe and enjoy your time in Nepal!



The **U.S Embassy** is located in the northern half of Kathmandu, on Maharajgunj Road just south of the Ring Road. Nearby landmarks include Tribhuvan University Teaching Hospital and Nepal Police Training Academy. Visit np.usembassy.gov, email consktm@state.gov, or call (+977)(1)4234000. GPS 27.738, 85.335.



The **Phora Durbar** American Club is located between Thamel and Durbar Marg, on the corner of Kantipath and Narayanhitpath, opposite Garden of Dreams. Email info.ama@phoradurbar.us. GPS 27.712, 85.317.





Betty lives in **Tahachal**. betlynepal@gmail.com, (+977)(1)4272830. In the event of a crisis, she will hang her flag sign at the end of the lane on the left-hand side of main Tahachal Road, about 200m from the right-hand turn to Swayambhu from Tankeswar on Bishnumati. GPS 27.701, 85.298



Bonnie lives in **Godavari**. She built and manages Ama Ghar, a permanent care home for children. bonniefromamaghar@gmail.com, (+977)(1)5174096, (+977) 9851029628. Her flag sign will be on the large building southeast of Naya Bato Road in the small valley below the beer factory and botanical gardens. GPS 27.601, 85.372.



James has lived in **Gharidhara** for almost 40 years. jaginkathmandu@gmail.com, (+977)9851097740. The pre-designated location for his U.S. flag sign is Oasis Gardens events center. GPS 27.720, 85.328.

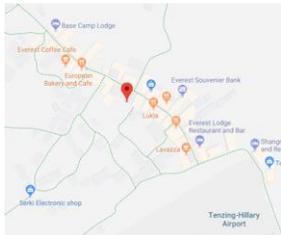


Kelly is a dental hygienist and lives in **Budhanilkantha**. kellynepal@gmail.com, (+977)(1)4373517, (+977)9849090723. Her flag sign will be at the tea shop on the west side of the main road to the Shivapuri N.P. entrance gate, about 1km north of Narantan, a few meters below where the road turns right (east) and goes over a bridge. GPS 27.784, 85.365.



Laurence is a retired diplomat and lives in **Patan**. lkj@well.com, (+977) 9810095556. He will hang his flag sign at northern end of Patan Durbar Square, between Bhimsen Temple, Café du Temple, and Manga Hiti stepwell. GPS 27.673, 85.325.



	<p>Pradeep lives in the Battisputali (Gaushala) neighborhood. aryalpradeepk@gmail.com, (+977) 9802022657. His pre-designated flag location is at Anupam Foodland and Catering, opposite Dwarika's Hotel Gaushala. GPS 27.706, 85.341.</p>	
 	<p>Rosemary and her husband Krishna are co-CLVs in Old Baneshwor. rlbrown_9@hotmail.com, (+977) (1)4110126, (+977)9808008498. k_poudyal@hotmail.com, (+977) 9851018960. In the event of a crisis, their laminated flag will be at the entrance to the large empty lot just east of Prime Bank, Nabil Bank, and Laxmi Bank, where Bhimsengola Marg ends at Sinamangal Road. GPS 27.700, 85.344.</p>	
	<p>Sheryl runs a media recording studio in Bagdol. sjingle65@gmail.com, (+977)9802034292. In the event of a disaster, her flag sign will be at Kathmandu Coffee in Karyabinayak. GPS 27.653, 85.304.</p>	
	<p>Sonia and her family operate Sagarmatha Sekuwa Corner on the main street in Lukla. soniamiyahara@yahoo.com, (+977)9860601009, (+977)(3)8550052. In the event of a crisis, look for her flag sign opposite Everest Plaza Lodge. GPS 27.6887, 86.7305.</p>	
	<p>Stan runs a trekking company in Pokhara. stan@mallatreks.com, (+977)9851052183. His pre-designated flag location is Mount Kailash Resort, Lakeside, Baidam, Pokhara. GPS 28.2043, 83.962.</p>	
	<p>Steve first came to Nepal with the Peace Corps and is a co-CLV in Budhanilkantha. sleclerq@mos.com.np, (+977) 9851072172, (+977)(1)4372622, (+977)(1)5522520. He shares a flag with Kelly. GPS 27.784, 85.365.</p>	