

Joint Contingency Plan for the Nordic Embassies

**Kathmandu
Nepal**

January 2010

Embassy of Finland:

Opening hours: Mon - Fri 8.30-16.15
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 Internet: www.finland.org.np

Embassy of Denmark:

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 Mailing address: P.O.Box 6332, Kathmandu
 Visiting address: Neel Saraswati Marg, Lazimpat
 Contact person: Helle Shrestha
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Fax: (+977-1) 4411 409
 Email: ktmamb@um.dk
 Internet: www.ambkathmandu.um.dk

Royal Norwegian Embassy:

Opening hours: Mon-Thu 08.30-16.30, Fri 0830-1400
 Mailing address: P.O.Box 20765, Kathmandu, Nepal
 Visiting address: Surya Court, Pulchowk, Lalitpur
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1. General	4
2. Emergency Situations	4
3. Registration	5
4. Contact system	5
5. The Emergency Response and Communication System	6
6. Evacuation	7
7. Basic Readiness	9

Annexes

- 1. The emergency situations (Preparing for Earthquake in Kathmandu booklet, Civil unrest, Kidnapping)**
- 2. Maps of the zones and the gathering places**
- 3. Recommended emergency supply stock, earthquake kit and what you need to bring in an evacuation situation**
- 4. Guarantee for payment**
- 5. Request for the pass**
- 6. Phone list of the local authorities and hospitals**

Glossary:

Contact person = Embassy's contact person

Zone coordinator = volunteer of non-Embassy staff, working between citizen and Embassies

1. GENERAL

This Contingency Plan is issued for the Danish, Swedish, Icelandic, Finnish and Norwegian citizens present in Nepal. It contains advice and directions for emergency situations.

Nothing in this plan will prevent the countries from acting individually based on own instructions or law, and the contingency plan and any actions must furthermore respect the individual countries legal and institutional framework.

Please note that this plan has not been prepared by any expected or present emergency situation, but is part of the routine planning done by each mission abroad.

NOTE: *It is recommended that a copy of this plan is kept easy of access. Study the plan closely and share it's recommendations with your family members.*

The aim of this plan is to give a general advise to the Nordic citizens how to prepare for an emergency situation and what to do when such occurs. However, it is impossible to predict in detail what steps may be needed in the different emergency situations. Everyone must use their own judgement, be prepared to improvise. Security is your own responsibility.

The Nordic citizens attached to the UN organisations or other international organisations should find out if you are directed to follow these organisations' standing instructions and regulations.

Nordic citizens living outside the Kathmandu Valley are currently living so far apart, that it is not possible to prepare a specific system for these. It is however recommended that people – together with other foreigners/expatriates – work on a local "system" as the one established for Kathmandu. In an emergency or crisis situation, citizens living outside the valley should attempt to make contact with one of the Embassies and report on the situation, including the condition and whereabouts of themselves and other Nordic citizens.

2. EMERGENCY SITUATIONS

The most relevant scenarios to be considered (in no order of priority) are: natural disasters as earthquakes and landslides, violent civil and military unrest or kidnapping as a result of an political situation.

See annex 1 for the emergency situations.

3. REGISTRATION

All the Nordic citizen staying or visiting Nepal are advised to register at their Embassy.

To ensure that the Emergency Response will be as efficient and reliable as possible, the Embassies register information on all Nordic citizens who stay in Nepal for three months and more. The reason for the register, is that the Embassy and the responsible persons in the Contingency planning, should have access to as much relevant information as possible before the crises occurs, so that we do not use unnecessary time to locate the citizens when the crises have occurred.

All the information is registered in a database. Only authorized persons have the access to this database. We ask all citizens to forward a copy of the passport together with one picture to be kept at the Embassy.

With registration you would be included in the email distribution list for the announcements.

Registration forms are available from the Embassies or on the following website:

Royal Norwegian Embassy www.norway.org.np

Embassy of Finland www.finland.org.np

Embassy of Denmark www.ambkathmandu.um.dk

NOTE: *It is very important that you report to your Embassy any changes in the information, e.g. if you change address within Nepal.*

4. CONTACT SYSTEM

4.1 Contacts

The overall coordination of the response in an emergency or crises situation will be handled by the Embassies, who will be in close contact with the Foreign Ministries in the home countries.

The Nordic Embassies will be in contact with other Missions in Nepal and with the Nepali Authorities, to organise the necessary activities in a given situation.

4.2 Gathering places

As a general rule the Embassy will be advising you **if** and **when** people should meet at the gathering place. In certain emergency situations it is best and safest to stay at home, at least until you have evaluated the situation.

However, if an emergency situation arises and you feel an obvious need to leave your home, it is advisable to go to your Embassy, or to the nearest gathering place.

See annex 2 for the maps.

Organizationally and geographically, the Kathmandu Valley has been divided in to two main areas with the following gathering place in each area:

A. North of Bagmati – The gathering places are the Embassy of Denmark, Lazimpat and the Embassy of Finland, Bishalnagar.

B. South of Bagmati – The gathering places are the Embassy of Norway, Sanepa and the residence of the Ambassador of Norway, Baisepati.

NOTE: *In the gathering places there are not food inventories. Take food and your GoBag with you to the gathering place. The individual household is consequently dependent on their own emergency supplies. Since a possible evacuation in case of a natural disaster or violent civil or military unrest may take several days to organise, it is critical that all households maintain an emergency supply sufficient to feed the household for 4-5 days minimum.*

See annex 3 for a recommended emergency supply stock.

4.3 Zone coordinators

The city of Kathmandu has been divided into zones. Each main zone has – as a minimum – one zone coordinator. Each zone coordinator has a VHF radio to communicate with the Embassies. The coordinator has a list of all Nordic citizens registered in the corresponding zone.

See annex 2 for the zone maps and details of the zone coordinators.

NOTE: *It is very important that your family and you (incl. your children) know where the zone coordinator lives and how you get there – also by foot. It is furthermore a good idea to familiarize yourself with the location of the residences of other Nordic citizens in your zone.*

Finally, all Nordic citizens should know the exact location of the three Embassies and the Norwegian Ambassador's residence (Remember: the crisis may happen while you are in a different part of town).

Duties of zone coordinators:

- inform Embassy of long trips (more than one month) outside Nepal
- to be a link between gathering places and the Embassies. Embassy will provide communication equipment
- collect and share information of people and their condition (names, nationalities, injuries..)
- If possible, provide shelter
- zone coordinators are not expected to provide food, water or medical aid

5. THE EMERGENCY RESPONSE AND COMMUNICATION SYSTEM

The Crisis Response and Communication System depends on the nature of the crisis and on what types of communication infrastructure is available before, during and after the crisis. The system is roughly structured around four different scenarios (I – IV).

	Mobile and fixed-line phone system functional	Mobile and fixed-line phone system unfunctional
Violent civil or military unrest	I	II
Natural disasters, e.g. an earthquake	III	IV

I Scenario I: Violent civil or military unrest, mobile and fixed-line phone system functional.

In such a situation you should stay where you are and call your Embassy – preferably on the main switchboard number – and report the condition of yourself and your family. The Embassy will then also be able to provide further advice.

Remember that the Embassy may get inquiries from your home country when something serious is happening. Depending on the nature and scale of disturbances you should either stay at home or avoid affected areas.

Follow the local media. *If it is not possible to get through to your Embassy, then call the zone coordinator.* Check the embassy homepage and your email for possible messages and advice from the Embassy, and check through measures according to section 7 Basic Readiness in this Contingency Plan.

Please note: When there is risk for shooting or bomb/shell explosions:

- Stay away and keep your family away from windows. To reduce the risk of glass splinter, try to cover the windows with mattresses and carpets or at least draw the curtains. Stay in a room without windows or in a corridor. Lay down or sit on the floor.
- If the Nepali Authorities declare a curfew, this must be followed **unconditionally**.

II Scenario II: Violent civil or military unrest, mobile and fixed-line phone system unfunctional.

If the mobile and land line phones cease to work the Crisis Response and Communication System is activated. All contact persons and zone coordinators will switch on the communication equipment, contact each other and begin to form an overview of the situation.

Depending on the nature and scale of disturbance (and possible steps/initiatives taken by the Nepalese authorities, e.g. curfew) you should either:

- Stay at home or at work;
- When the situation allows, send a household representative to the zone coordinator and report on the conditions and whereabouts of everybody in your household. The coordinator will then communicate the information to the Embassy. It is important that the household representative is present when the coordinator contacts the Embassy. The Embassy may have important information and advice to communicate.
- If an evacuation can be expected, plan what you and your family need to bring. See annex 3.

III Scenario III: Natural disasters, mobile and fixed-line phone system functional.

In such a situation you should call your Embassy – preferably on the main switchboard – and report your condition.

Remember that the Embassy may get inquiries from your home country when something serious is happening. The Embassy will then also be able to provide further advice.

Depending on the nature and scale of disturbances you should either stay at home or avoid effected areas.

Follow the local media. If it is not possible to get through to your Embassy, then call the zone coordinator. Check your email for possible messages and advice from the Embassy, and check through measures according to section 6 Basic Readiness in this Contingency Plan.

IV Scenario IV: Natural disasters, mobile and fixed-line phone system unfunctional.

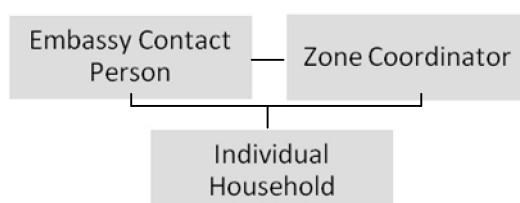
If the mobile and fixed-line phone systems cease to work the Crisis Response and Communication System is activated. All contact persons and zone coordinators will switch on their communication equipment, contact each other and begin to form an overview of the situation.

Depending on the nature and scale of the disaster, you should either:

- When the situation allows, send a household representative to the zone coordinator and report on the conditions and whereabouts of everybody in your household. The coordinator will then communicate the information to the Embassy. It is important that the household representative is present when the coordinator contacts the Embassy. The Embassy may have important information and advice to communicate.
- Proceed to the designated meeting area for protection. This concerns a more serious, but probably passing emergency situation, where immediate danger for personal assaults is expected, e.g. riots, house destruction. The level of readiness is also used in connection with evacuation. You are recommended to do the following:

1. Move yourself and your family quickly to the gathering place.
 2. Bring identification documents and money.
 3. Bring hand luggage and sleeping bags and/or blankets.
- If possible, bring any inflatable mattresses, provisions and drinking water.

Remember – it is much more important in these situations to get yourself and your family to a more secure place than trying to save your belongings.



6. EVACUATION

MOVE TO A SAFER PLACE WITHIN THE COUNTRY, TO A NEIGHBOURING COUNTRY OR TO THE HOME COUNTRY

Evacuation of Nordic citizens might be considered in an acute crisis. Evacuation is voluntary except for staff from the respective Ministry of Foreign Affairs and development assistance authorities.

If the situation is predicted to get worse, the Nordic missions represented in Kathmandu may give a recommendation to its citizens to leave the country by the commercial transport.

If you get a message that the Embassy recommends preparation for an evacuation, you should do the following:

- Pack suitcases with necessary equipment which may be needed in an evacuation situation. Do not forget food, water and necessary medication for your family. Mark the items with name and content. The Embassy will suggest the type of personal items to bring in an evacuation situation.
- Make a list of personal belongings to be left behind. The possibilities for compensation for left and later lost belongings vary and should be checked by the respective employer if time permits.
- Make necessary arrangements to leave the house/flat. Who take care of Keys? Who will look after and guard it? What is to be done with the pets?
- Prepare your vehicle if any for transport to the gathering place, but do not go there until you have received instructions to do so from the Embassy or contact persons.

Evacuation arrangements are decided upon by the Embassies in consultation with relevant partners and home authorities.

If you plan to leave Nepal on your own you should try to inform the contact person or the Embassy of your intended destination. This is to avoid unnecessary search.

Costs arising in connection with an evacuation have to be paid by the persons themselves or by their employer. This matter is mostly solved by prepayment from the employer. In those cases the person concerned signs a payment guarantee at departure, see annex 4.

7. BASIC READINESS

ADVICE ON PREVENTIVE MEASURES

The following points are only meant to make each person think practically in order to be prepared in an emergency situation.

- Be registered at the Embassy and update your contact details in the case of changes. Keep yourself and your family informed of the location of your Embassy and the gathering place in the Kathmandu Valley.
- Do not engage in spreading rumours regarding the security situation. However, inform the Embassy if you receive information, which could be important for the security.
- Keep yourself and your family informed. Follow the news from local media, and the announcements from the local authorities and your Embassy.
- Be aware who is your contact person to ensure the necessary flow of information.
- Keep all important documents as passport with valid Nepali visa and some hard currency available.
- Keep the phone list of the local emergency numbers available (annex 5).
- Store extra drinking water. If possible keep non-perishable food in store e.g. tins.
- Check and replenish first aid kit and basic medicine stock.
- Check that you have emergency lights with accessories for a few weeks, e.g. kerosene lamps/spare glass, torches/batteries, candles/matches. If you have a gas cooker, make sure to have one gas cylinder in spare.
- Check that any battery powered radio is working and that spare batteries are available.
- If you have a generator, keep fuel and if necessary oil in store.
- If you have a car, check that you have enough fuel in store. Check spare tyres and that necessary spare parts, tools and maps are available.
- Keep tools to be used in case of earthquake, see information of “the earthquake kit” in annex 3.
- Make an inventory list of your personal belongings.

Annex 1 - The emergency situations (Preparing for Earthquake in Kathmandu -booklet, Civil unrest, Kidnapping)

Earthquake

Please see the booklet "Preparing for Earthquake in Kathmandu".

Civil unrest

Big groups of people can suddenly turn violent without warning. If you find yourself caught in a violent demonstration and you can not get away from it - try and stay calm. Do not look straight into the eyes of people as it can be provocative. Try and get into contact with some of the leaders and if possible with not too many people around. Be realistic and friendly without making any commitments you can not keep.

It is best to avoid big group of people and demonstrations.

Kidnapping

If you have been kidnapped stay calm and do as told. The first 45 minutes will be most critical. Your chances for survival are better if you maintain low profile. Do not seek any form of attention or play the hero as the result could have fatal consequences.

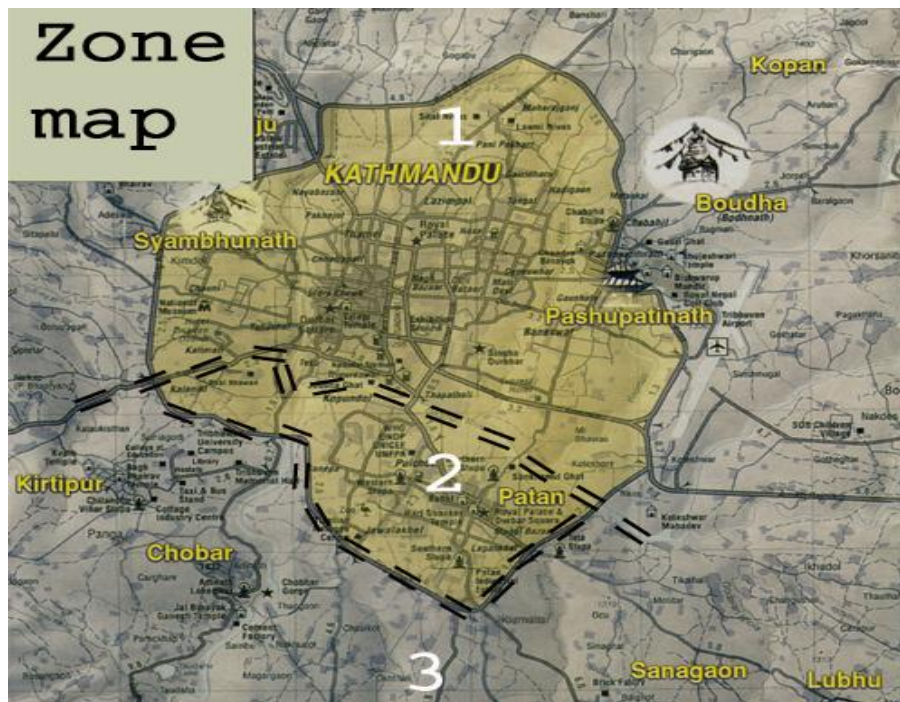
Be calm and honest if you are asked any questions. Explain who you are and your status. Make it a point to inform that you are politically neutral.

When the situation calms down try and establish contact with the kidnappers. Get them to see and feel that you are a caring person. Ask them about their families. Tell them about your families. Listen to their problems and try to find out the reason for the kidnapping.

Do not create unrealistic expectations since you can not promise them anything. This will only worsen your situation. Do not act or express yourselves in any way that may be provocative. Try to eat and drink when it is offered even if you are not hungry because of the situation and stress. It will help you react sensibly. A daily routine with physically exercises and personal hygiene will make you appear to be a strong person both physically and mentally - you will be a stronger person. Think about your family, friends, your favourite songs or movies etc. that will help make the waiting time bearable.

If you are going to be freed under violent circumstances - lie down flat on your stomach and with your hands behind your head to protect it visibly. Attempt to run away will only create panic. Follow the police/military instructions.

ANNEX 2 – THE ZONES AND GATHERING PLACES

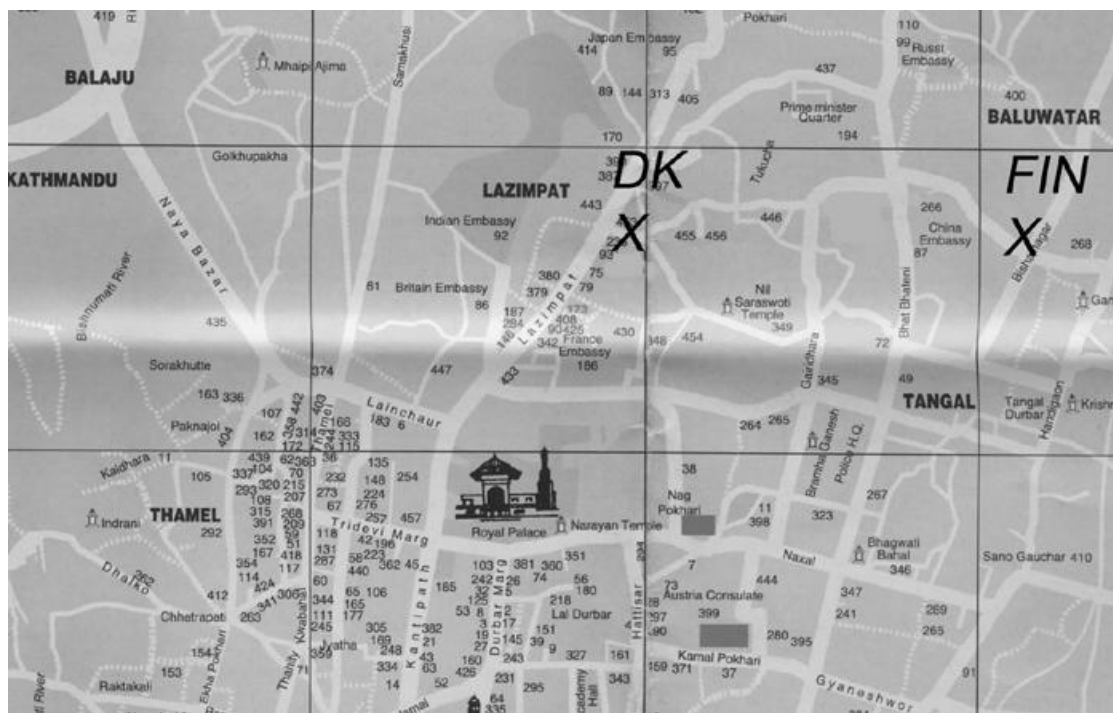


Zone wise division of Nordic citizen living in Nepal	
Zone 1	70
Zone 2	110
Zone 3	30
(estimated numbers)	

REMEMBER TO BRING FOOD AND GOBAG TO THE GATHERING PLACE

ZONE 1: Kathmandu - North of the Bagmati river

**EMBASSY OF FINLAND (FIN), BISHALNAGAR, KATHMANDU
EMBASSY OF DENMARK (DK), LAZIMPAT, KATHMANDU**



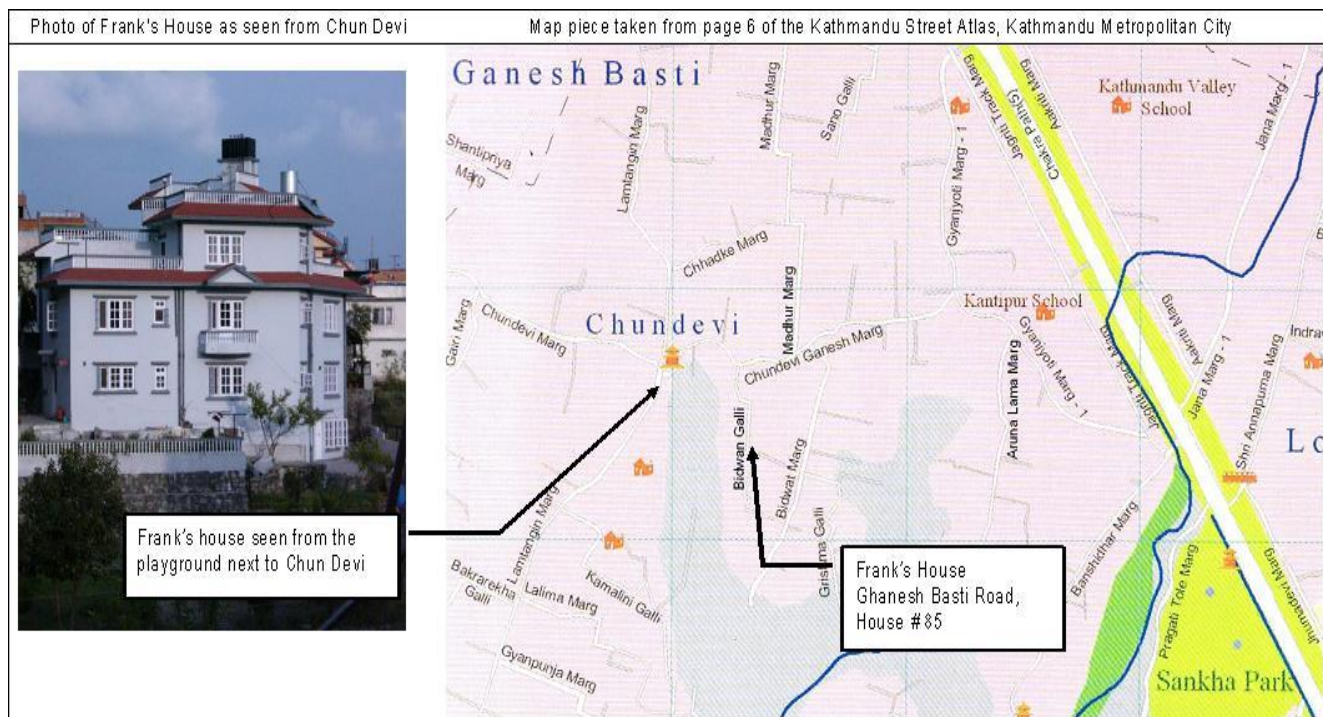
Zone Coordinator (Zone 1)

Mr Frank Rothaus Jensen Email: fjensen@esat.org.np

Satellite phone: 0088 216 542 08837

Resident phone: 47 21 034

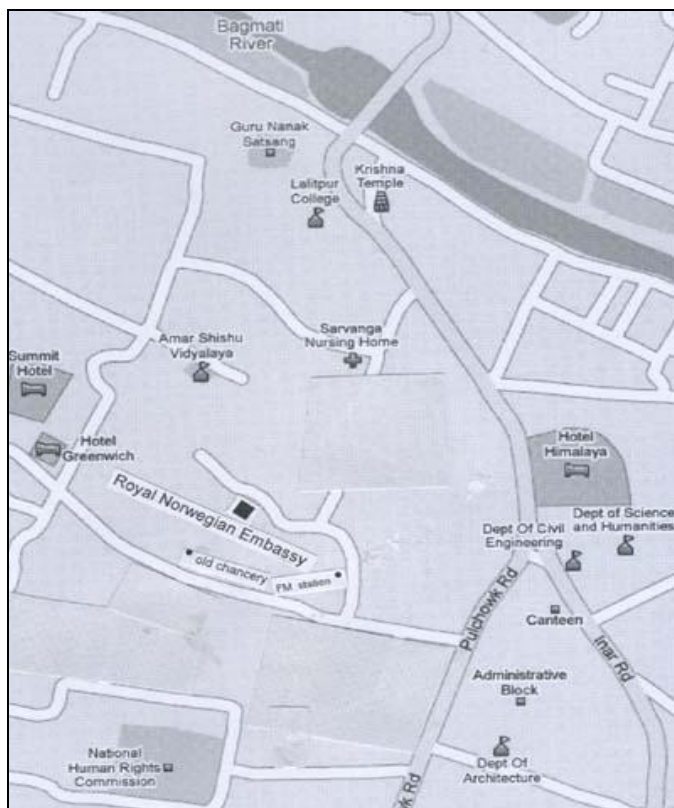
Residence address: Ghanesh Basti Road, Ward #11, Chun Devi, Marhargunj.



ZONE 2: Patan - South of the Bagmati

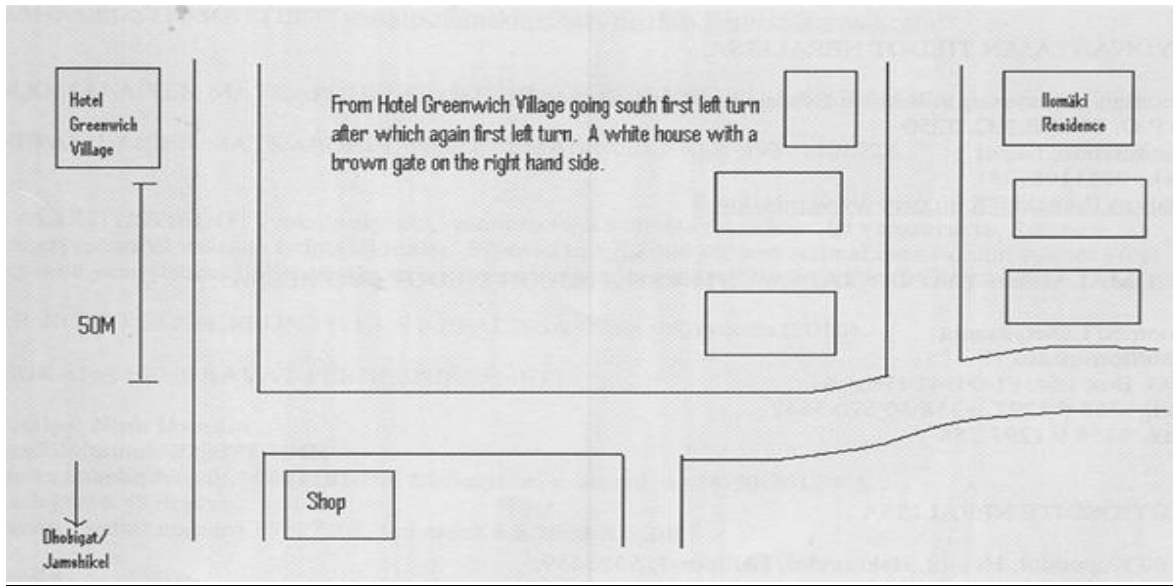
EMBASSY OF NORWAY (NOR), PULCHOWK, LALITPUR

Coming from the Kathmandu side over to Patan from the bridge at Thapatali take the second road to your right (first road to your right after Himalaya Hotel). Follow this road about 70 meters and take to the right. You will find the Embassy on your left side after 70 meters.



Zone Coordinator (Zone 2)

Mr Markus Ilomäki tel. 01-5523459/9851108728
Satellite phone: 008821651157393



From Hotel Greenwich Village go south and turn left for first road, and again left. Ilomäki residence is third house on the right side. House is white, gate brown.

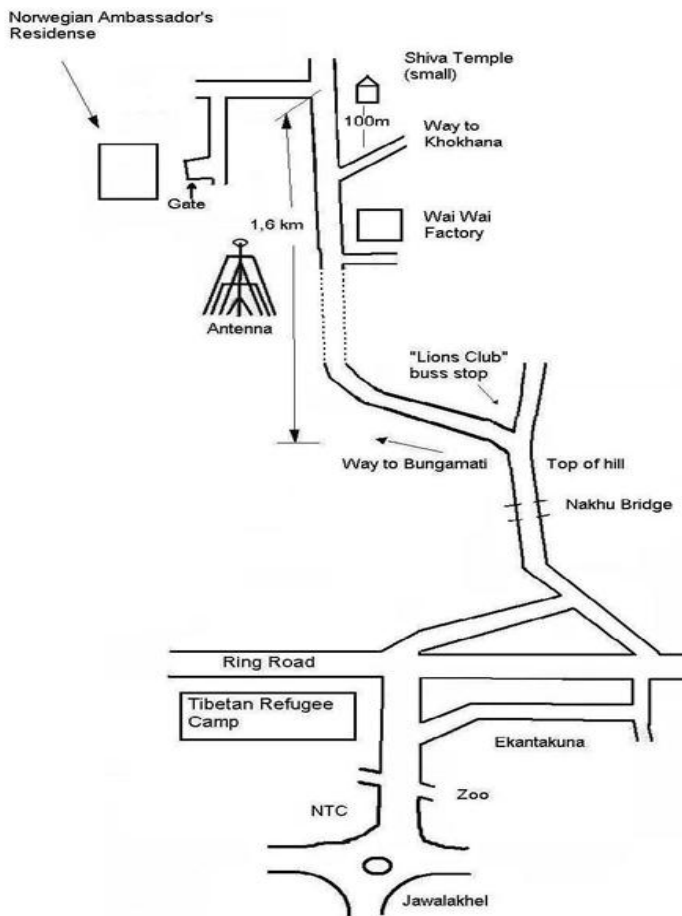


ZONE 3: Bhaisepathi - South of the Ring Road

Mr Dag Nagoda
dna@mfa.no
Residence tel. 5590870



IN ZONE 3: THE RESIDENCE OF THE NORWEGIAN AMBASSADOR, BHAISEPATI, LALITPUR



NORDIC ZONE COORDINATOR IN POKHARA

Mr Pekka Wilde

chris_wilde@sall.com

Residence tel. 061-430579/98031-98936

Satellitephone: 008821651074361

ANNEX 3

Recommended (a) emergency supply stock, (b) earthquake kit and (c) what you need to bring in an evacuation situation, "Go bag"

Emergency Equipment

(To be kept preferably in a metal box
at safe place which the whole family knows.)

First Aid Kit:

- Sterile bandages in assorted sizes
- Plasters in assorted sizes
- Sterile gauze pads
- Antiseptic for wound disinfection
- Plastic gloves
- Soap
- Triangle bandages – for a sling (made from for example old sheets)
- Crepe, elasticized bandage
- Cotton
- Safety pins
- Scissor and tweezers
- Thermometer
- Pain relievers - Paracetamol
- Revolyt® (Oral Rehydration Solution)
- Eye drops
- Sterile needles for injections

Food supplies (to be kept separate in the box and has to be replaced every 3 months):

- Grains and rice (1½ kg pr. person)
- Beans and lentils (100 g pr. person)
- Dried nuts and fruits (100 g pr. person)
- Pickles/tomato ketchup
- Canned food (meat/ fish/ beans/ vegetable/ fruits)
- Biscuits (200 g pr. person)
- Sugar (50 g pr. person)
- Salt
- Drinking water (5 litres pr. Person – has to be replaced every 3 months)
- Tablets to clean water and/or a water cleaning filter

Other personal supplies:

- Knife and spoon – cup and plate
- Towel and wash basin
- Toothpaste and tooth brush
- Comb/brush
- Clothes and shoes
- Needles and tread
- Paper, pens and pencils
- Extra keys (for car/house)
- Money
- Documents (see Go-Bag)
- Prescribed Medicine
- Glasses/ false teeth's
- Baby stuff (diapers, bottles, pacifier)
- Personal things (photos, games/, camera, film)

Other important supplies:

- Copy of the Emergency Plan
- Maps
- Torch
- Batteries
- Small radio/satellite phone
- Rope
- A mask to avoid dust
- Raingear
- Whistle
- Candles and matches
- Watch
- Madras/camping pads/sleeping bags/blankets
- Tools
- Bottles for water
- Helmet/gloves
- Rucksack
- Compass/binoculars
- Can opener
- Plastic bags in different sizes
- Sheets of plastic
- Elastics/strings
- Newspapers (to make fire or to isolate)

Your “Go Bag”

Have your Go-Bag ready

When the earthquake happens, you have to be ready. The ground around you starts to shake; the houses start falling; the electricity lines send out dangerous sparks before the current disappears; there is no dial tone on the phone; water on the stove is boiling over onto the floor; the kids are yelling; and the neighbour’s gas canister blows up – well, that’s when you grab your Go-Bag.

This important item should be kept close to you, in the bedroom, in the trunk of the car, or near to the front door of your house where you can find it easily – after the shaking has stopped and it seems safe to leave the building.

In your Go-Bag **you should have photocopies of important documents, including:**

- Passports and visas
- Birth and marriage certificates
- Wills and insurance policies
- Bank and credit card information
- An inventory of household goods
- Recent passport-style photographs of all household members (to aid in identification)
- Some cash (Nepali rupees and dollars)
- A map of the city
- Remember to include the **Emergency Preparedness Manual**.

Annex 4 – Guarantee of the payment (would be published in three languages)

Royal Norwegian Embassy
Kathmandu

REFUSJON AV EVAKUERINGSUTGIFTER

Navn: _____

Fødselsår og dato: _____

Bopel/adresse i Norge: _____

Norsk pass nr.: _____ Utstedt dato: _____ Sted: _____

ERKLÆRING

Undertegnede som av fri vilje og på egen risiko medfølger _____

(spesifikasjon av evakueringsmiddel og eventuelt evakueringsruten), forplikter seg herved til å refundere statskassen sin andel av de utgifter som den norske stat måtte bli påført i forbindelse med evakueringen.

(sted og dato)

(underskrift)

Royal Danish Embassy
Kathmandu

Refusion af Evakueringsudgifter

Undertegnede :

Navn: _____

CPR.NR.: _____

Pas number: _____

Pas udstedt den: _____ Udløber den: _____ Udstedelses sted: _____

Adresse i Danmark: _____

Telefonnummer i Danmark: _____

erklærer herved, at jeg er indforstået med, at ambassadens/Udenrigsministeriets udlæg til betaling af omkostningerne i forbindelse med min (og min families) evakuering/udrejse skal tilbagebetales. Beløbet vil blive opkrævet efterfølgende.

Sted: _____

Dato: _____

Underskrift: _____

BESKICKNING ANSÖKAN OM EKONOMISKT BISTÅND
 FYLLS I AV SÖKANDEN

Den sökandes namn Personbeteckning Medborgarskap

Adress i Finland Telefonnummer

Passuppgifter eller hur identitet bekräftats

Bankförbindelse och kontonummer

Uppgifter om nära anhörig/eventuell annan deponent

Nuvarande/senaste arbetsgivare

Den sökandes ekonomiska situation Har bistånd beviljats tidigare
 Ja Nej Återbetalat Obetalat

Motivering (vad har hänt, var och när, eventuella andra uppgifter)

Ytterligare utredning som bilaga

Biståndsbelopp som söksvaluta/€ plus expeditionsavgift 40,- (UM:s förordning 1173/2005 § 13)

Användningsändamål

Jag försäkrar att de uppgifter som jag har lämnat är riktiga och jag ger banken rätt att till utrikesministeriets konto överföra det biståndsbelopp som beskickningen fastställt.

Ort och datum Sökandes underskrift och förtydligande av namnet

BESKICKNINGENS BESLUT

Nr/.....(datum)

Biståndsbelopp beviljas beviljas inte beviljas partiellt mot deposition återbetalningsförbindelse

Biståndsbelopp i utländsk valuta

... ..

Expeditionsavgift (UM:s förordning 1173/2005 § 13)

€

Valutakurs

... ..

Återbetalningssumma (i återbetalningsförbindelsen)

€

OBS. I fall fråga om en återbetalningsförbindelse, fylls bankgiroblanketten av beskickningen

Motivering

Ytterligare utredning som bilaga

Besvärsanvisning och anvisning för sökande av ändring som bilaga Sökanden har fått besvärsanvisningen

Ort och datum Handläggarens underskrift (tjänsteställning/ förtydligande av namnet/ beskickningens stämpel)

DELGIVNINGSBESLUT

Detta beslut har delgivits den sökande i dag i, den.....
 (ort) (datum)

Den sökandes underskrift Underskrift av en beskickningstjänsteman Underskrift av en beskickningstjänsteman

ÅTERBETALNINGSFÖRBINDELSE

Jag förbinder mig att återbetala det biståndsbelopp som har beviljats mig samt att betala tillhörande expeditionsavgift till utrikesministeriet inom 30 dagar efter det att biståndet erhöles. Beloppet kan utsökas (42 § lagen om konsulära tjänster, 3 § F om grunderna för avgifter till staten). Finlands Bank tillkännager referens- och dröjsmålsräntan enligt räntelagen.

Ort och datum Biståndstagarens underskrift och förtydligande av namnet

Annex 5 - Phone list of the local authorities and hospitals

HOSPITALS	LOCATION	TELEPHONE NO
Ambulance Service (Paroparkar)	Bhimsenthan	4260859
Ambulance Service Red Cross	Bagbazaar	4228094
Ambulance,Nepal (Lions)	Kantipath	4230213
Ambulance Service, New Road	Bishalbazaar	4244121
Bir Hospital	Tudikhel	4221988, 4221119
Kanti Hospital, 24-hours Emergency	Maharajgunj	4411550, 4414798
Patan Hospital	Lagankhel	5522266, 5522278
-24 hours Emergency		5521034
-Administration Office		5522286
-Enquiry		5522295
Teaching Hospital	Maharajgunj	4412808, 4412707
B&B Hospit	Gwarkwo	5533206, 5531930
Norvic-Escorts International Hospital	Thapathali	4269890, 4249490, 4218230
Norvic-hospital (24 hrs Emergency)	Thapathali	4258554
Om Hospital	Chabahil	4476225
CLINICS		
CIWEC Clinic	Lazimpat	4424111, 4413163, 4435232
Nepal International Clinic (24 hrs)	Durbar Marg	4434642, 4435357
AMBULANCE FLIGHT		
Norvic-hospital NDC (Norvic Care Division)	Mr. Ankit Agrawal	9851050086 / 9841-367459
	Mr Agrawal's email financemanager@wlink.com.np	
	Mr. Ravi Chaudhary	98510-88059
	Norvic Hospital	4257689, 4258554
POLICE		
24 h Emergency		100, 4411549, 4412780
Traffic Control		103
Mission Persons (Children)		104
Distric Police Station	Humandhoka	4261707
Police Headquarters	Naxal	4411210, 4412602, 410288
Emergency Police Flying Squad	Bhrikutimandap	100
Tourist Police	Bhrikutimandap	4247041
FIRE BRIGADE		
Emergency	New Road	101, 4221177, 4223897
Emergency	Jawalakhel	5521111, 5521101
Emergency	Bhaktapur	6610049
ELECTRICITY		
Nepal Electricity Authority	Tundikhel	4225584
24-hours Service	Tundikhel	4227061
Nepal Electricity Authority	Maharajgunj	4357219, 4357220, 4357265

This information is subject to change without notice. The Embassy cannot take the responsibility for a changes or the accuracy of the above information. Please keep yourself updated.