Zambia 2013 Crime and Safety Report

Stolen items; Theft; Burglary; Carjacking; Financial Security; Rape/Sexual Violence; Transportation Security; Bribery; Travel Health and Safety

Africa > Zambia > Lusaka

5/25/2013

Overall Crime and Safety Situation

The U.S. Department of State rates crime as “High” with thefts, residential burglaries, home invasions, and carjackings affecting ordinary citizens, diplomats, and visitors alike. The display and use of automatic weapons, such as AK-47s, during the commission of these crimes is not uncommon. Foreigners have been followed from banks, businesses, and ATMs and robbed at or near their residences, on the street, or at their places of business.

Violent attacks, including armed carjackings, home invasions/burglaries, and sexual assaults can occur at any time and in any location, most particularly in Lusaka. Foreign citizens visiting or residing in Zambia have fallen victim to such crimes within the past year.

In Lusaka’s poorer neighborhoods, groups of criminals perpetrate robberies and home invasions. Many of these crimes go uninvestigated due to a lack of police resources. Vigilantism is present, as the critically under-funded and ill-equipped police have a poor rate of investigative closure and prosecution for these crimes. While citizens are most often the victims of residential crimes, burglary and theft do occur in the more affluent neighborhoods where Americans reside and where extensive security measures are in place. Americans and other foreigners are viewed as lucrative targets to thieves, often for no other reason than their perceived wealth. Crime is not confined to late night hours. Robberies involving the use of firearms have occurred in Lusaka during daylight hours.

Along with other crimes of opportunity, pickpockets and thieves often carry out “snatch and grab” attacks on city streets in crowded areas and from idle vehicles in traffic.

Overall Road Safety Situation

Road safety is the most significant threat to persons residing in or visiting Zambia. Vehicle travel is extremely hazardous under normal conditions but particularly so at night and during inclement weather. Defensive driving is a must for all drivers. Most local drivers, who possess
poor driving skills and/or training, routinely ignore traffic laws. In particular, many of the “blue mini-buses” or small passenger vans show little courtesy and drive erratically and dangerously. Many vehicles are in poor mechanical condition with worn tires and broken and/or missing tail lights, brake lights, and headlights. Road conditions are considered poor at best and worse in outlying or rural areas especially after the rainy seasons when roads deteriorate at a rapid rate, causing extensive potholes and other road hazards.

Impromptu roadblocks set up by local security forces are common and may or may not be officially sanctioned. Drivers stopped at these roadblocks may be subjected to a safety inspection of their vehicles. During these inspections police may check for road safety equipment (reflective triangles, fire extinguisher, and first aid kit) and test the vehicle’s lights and brakes. Those who do not have the required equipment or otherwise fail the inspection may be fined.

Non-Zambians have experienced occasional hostility from motorists. Americans and others have been followed, cut off, threatened, and accused of poor or reckless driving. Some have received taunts telling them they should drive more respectfully in Zambia and follow Zambian rules.

**Political, Economic, Religious, and Ethnic Violence**

**Local, Regional, and International Terrorism Threats/Concerns**

There have been no incidences of political violence specifically targeting Americans. Nonetheless, since the August 1998 attacks on U.S. Embassies in Kenya and Tanzania and the 9/11 terrorist attacks, Americans overseas are encouraged to remain vigilant and to exercise caution. Increased law enforcement and anti-terrorism activities in the Horn of Africa have the potential to force terrorist organizations to seek targets in areas outside their traditional sphere of operations.

**Police Response**

The Zambia Police Service is almost solely a reactive force and demonstrates moderate proactive law enforcement techniques or initiative to deter or investigate crime. Police often lack the equipment, resources, training, and personnel to respond to calls for assistance or other emergencies. The police have a poor record of investigating and solving serious crimes. Few are ever brought to trial. Inadequate legislation results in the lack of prosecution or large numbers of acquittals. Corruption occurs at all levels, which results in an ineffective legal and
justice system.

How to Handle Incidents of Police Detention or Harassment

American citizens who are arrested or otherwise detained by the police should contact the American Citizen Services Section of the U.S. Embassy at +260 (0) 211-357-000, or +260-966-877-805.

Where to Turn to for Assistance if you Become a Victim of Crime

Should an American citizen need to contact the Zambia Police Service in an emergency, they can be reached by dialing either 991 or 112 on local phones.

Various Police/Security Agencies

The major law enforcement agencies are the Zambia Police Service (a nationwide police force responsible for policing and investigations), Immigration, Customs, the Drug Enforcement Commission (similar to the American DEA), the Anti-Corruption Commission (responsible for investigating and prosecuting official corruption cases), and the Zambia Wildlife Authority (responsible for Zambia’s wildlife and national parks).

Medical Emergencies

Most health care facilities are below American standards with limited screening and testing capabilities. The following is a list of some of the clinics. These clinics are not endorsed or recommended by the Embassy and are presented in alphabetical order. Doctors and services at these clinics vary from day to day. Be sure to call the individual clinics for current information, costs, etc.

Contact Information for Recommended Local Hospitals and Clinics

Ambulance/Medical Rescue Service

Lusaka
Special Emergency Services
P. O Box 31500, Lusaka
Tel: +260 211 273302/7
Fax: +260 211 273301/273181
Cell: 097-777 0305/ 777 0302
Radio Phone: +260 211 212663/4
Emergency Control Centre:(01) 273302-7
E-mail : med@zamnet.zm

Kitwe
Special Emergency Services
PO Box 20324, Kitwe
Tel: +2602 211182
Fax +2602 211184
Emergency Mobile +260 97 7770306 / 7
E-mail seskitwe@zamnet.zm

Livingstone
Special Emergency Services
Tel +2603 322330
Cell: +260 97 7740307 / 8
E mail: seslivingstone@zamnet.zm

General Health Providers

Choma
Dr. Jain Surgery
Tel:+260-3-220998
Plot 234 Mochipapa Rd, Choma
Cell : +260-95-5-772977

Lusaka
Beit - Cure International Hospital
Great North Road, P.O. Box 36961, Lusaka
HOURS: Monday – Friday: 08:00-17:00
OTHER SERVICES: BCH is a specialty training and surgical hospital meeting orthopedic, neuro, plastic reconstructive, ENT, and related services.

Care For Business
Plot No. 4192 Addis Ababa Drive
HOURS: Monday – Friday: 08:30-12:00 and 14:00-16:00
Saturday: 09:00-12:00
TELEPHONE: +260 21 1254396/8 or +260 21 1252917 for appointments; +260 21 1254-398 – Administration
Fax: +260 21 1254402
OTHER SERVICES: Common laboratory tests, X-ray, physiotherapy and pharmacy, dietician.

CORPMED
Plot No. 3236 Cairo Road (behind Barclays North end Branch)
HOURS: Monday – Friday: 08:00-16:00
Night Doctor: 16:00-07:00
Saturday: 08:00-10:00
Weekend emergency clinic: Saturday 11:00-Monday 7:00
TELEPHONE: +260 21 1222612 or 1226983 0211 236643Email: Corpmed@zamnet.zm
OTHER SERVICES: Common laboratory tests, x-ray, physiotherapy, pharmacy, ultrasound, and minor surgical procedures.

Italian Orthopedic Hospital
Plot No. 22 Dunduza Chisidza Crescent
HOURS: Monday - Friday 07:30-18:00
Saturday 07:30-12:30
Sunday 07:30-13:00
TELEPHONE: +260 21 1254601 / 1256-898; Fax: +260 21 1255113

Lusaka Adventist Clinic
Independence and Burma Roads

Lusaka Trust Hospital
Plot 2191, Nsumbu Rd., Woodlands
Telephone: 0211-252190, 0211-253481, 0211-254702
Fax: 0211-252292
Email: lth@coppernet.zm

Mutti Clinic
No. 123, Nambala Close, Off Bwinjifumu Road, Fair View
HOURS: (Open Clinic) Monday - Friday: 08:00-12:30 & 14:00-17:00 Saturday: 08:00-12:00
Sunday: 09:00-10:00
TELEPHONE: +260 21 1227178; Fax: +260 21 1223627; E-mail: muttimc@zamnet.zm
OTHER SERVICES: Common lab tests, x-ray, and ECG.
St. John’s Medical Centre
(Monica Chiumya Clinic)
Plot No. 9024 Buluwe Road, (Off Leopards Hill Road near Lake Road)
HOURS: (Open Clinic): Monday - Sunday (24 Hours Service)
TELEPHONE: +260 21 1261247/Tel/Fax: +260 21 1261987
OTHER SERVICES: Common lab tests, x-ray, ultrasound, physiotherapy, and ECG.

Teba Medical Centre
5493 Great East Road, P.O. Box 50973, Lusaka
HOURS: Monday – Sunday: 24 Hours Service

Doctor: Dr. Salem
TELEPHONE: +260 21 1290141 or +260 21 1291037 or 096-6-757-492

Trust Medical Services (MKP)
No. 5, Off Reed Buck Road/Kudu Road, Kabulonga
HOURS: Monday-Friday:08:00-18:00, Saturdays:08:00-12:00
TELEPHONE: 211-266-986/265349/265359; Fax: 211-266-985
MOBILE: 0978-775 642
OTHER SERVICES: Common laboratory tests, x-ray, pharmacy, ultrasound, and minor surgical procedures.

Katete
St. Francis
Katete
Dr. Parkinson: 0977 207760

Kasempa
Mukinge Mission Hospital
Kasempa
Tel: 260-8-251086

Kitwe
Company Clinic
Contact number: 212 225-693 / 212 223-939
Cell phone: 260-96-6780999 or 260-96-6784219

McGregor Nursing Services Ltd
212 22 2364
1 Kuomboka Drive, Parklands, Kitwe

Livingstone
Dr. Shafik Hospital
Chanda Mali Area
Katete Road past Fairmont Hotel and Armadillo restaurant
Telephone: 260 213 321130
Cell Phone: 260 955 863 000
Email: shafikhosp@zamnet.zm

Southern Medical Centre
Plot 1967, Mokambo Road, Livingstone
Tel: 260 213 323547/323786
Cell: 0977777017/0955797577

Mkushi
Tusekelemo
Mukushi
Dr Oliver: 0955850231

Dentists

Lusaka
Dr. Gas Njie A-T Dental Clinic
Plot 6011, Chitemene Road, Northmead
Tel: +260 21 1292656/1290487/1291392/ Fax: +260 21 1290-487

Dr. Paul Yoo Adventist Dental Services
Tel: +260 21 1273404 / 097-972-7412
Plot 59 Chipwenupwenu Road, Makeni (off Kafue Road)

Dr. Kenan Gao KG Dental Surgery
Plot No. 5459 Kariba Road (off Great East Road) Tel: +260 21 1292219 / Fax: +260 21 1290922

Dr. M. A. Sowden PearliWhyte
Villa 3, Millennium Village (behind Intercontinental Hotel)
Birdcage Walk, Longacres, Lusaka
Tel. 0211-220-828 / Cell: 0977-606-364

Dr. A. E. Patel, Reliance Dental Services
728 Cairo Road Tel/Fax: +260 21 1224972 / 1220603

Opticians/Ophthalmologists

Lusaka Eye Hospital (Adventist)
Tel: +260 21 1213909 / 097-988-4100
Plot 59 Chipwenupwenu Road, Makeni (off Kafue Road)

Dr. Lakshmi, Sunbird Eye Clinic
Tel: +260 21 1252450
Plot No. 65, Independence Avenue

Counseling

Kara-Counseling
Plot No. 174, Villa Elizabeth, Along Luanshya Road.
Professional Counselors: Mr. Stanley Chama and Mrs. Georgina Mutale.
TELEPHONE: +260 21 1227086; Fax: +260 21 1227087

Recommended Air Ambulance Services

Specialty Emergency Services
Box 31500, Lusaka, Zambia
+260 211 273 302, or +260 977 770 305
http://ses-zambia.com

CDC Country-specific Vaccination and Health Guidance

For Zambia-specific health guidance, please visit the CDC at:

Tips on How to Avoid Becoming a Victim

Areas to be Avoided and Best Security Practices
Normal crime prevention methods will help lessen the likelihood of becoming a victim of crime while in Zambia. Being aware of one’s surroundings has been the time-tested method for avoiding becoming an inviting target of opportunity for crime. Americans should continuously be aware of their surroundings and remove themselves from any situation that could end violently. Walking alone is not advisable especially downtown, in public parks, and in other poorly lit areas and especially at night. Americans should avoid large crowds and gatherings, keep a low profile, and vary routes and times of all required travel.

Visitors are advised not to carry expensive valuables such as jewelry, electronics, or large amounts of cash on their person but rather store them in their hotel safety deposit boxes or room safes. It is important to limit the amount of valuables and cash you carry with you, specifically ATM or credit cards. Should one be robbed while carrying ATM or credit cards, a criminal may prolong the incident by taking the victim to multiple ATM machines to force cash withdrawals. Travelers should only use banks and ATMs in well lit locations. Credit cards can be used in certain establishments, such as major hotel chains and some local restaurants, but caution is advised; remember to check your statements shortly after the transaction.

Although there are a number of security and private guard companies throughout Zambia’s larger cities, it is advisable to research any prospective security company for quality and reliability when considering hiring their services.

Carjackings, burglaries, and the occasional home invasion are the most serious crimes in Zambia, but if counter-measures are taken, they can generally be avoided. Perpetrators are likely to be armed and resistive behavior causes more violence by the attackers. Ensure vehicle doors and windows are locked at all times, even during daylight hours. The best way to avoid being a victim of a carjacking is to be aware of your surroundings at all times, particularly at night or early morning hours, though carjackings can occur at any time. If you see something or someone suspicious, be prepared to act quickly. Allow sufficient distance between you and the vehicle ahead of you while stopped in traffic. If you believe you are being followed, do not drive to your intended destination but rather detour to a public or well lit and guarded area and seek help.

**U.S. Embassy/Consulate Location and Contact Information**

Embassy/Consulate Address and Hours of Operation

The U.S. Embassy is located at the eastern end of Kabulonga Road on Ibex Hill.
Embassy hours are Monday-Thursday from 8:00am to 5:00pm and Friday from 8:00am to 12:30pm. Consular hours are Monday, Wednesday, and Thursday from 1:30pm to 3:30pm, and Friday 8:00am to 10:30am.

Embassy/Consulate Contact Numbers

The American Citizen Services Section of the U.S. Embassy can be reached at +260 (0) 211-357-000, or +260-966-877-805.

OSAC Country Council Information

There is no OSAC Country Council in Zambia.