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## Emergency Information

### Other important information to take note of:

Should travellers encounter difficulties with traffic police or other authorities en route to their destinations, particularly if these officers are attempting to illicit bribes or are threatening, you are advised to do the following:

- Be as cooperative as possible
- Insist on a written or officially printed fine
- Don't pay the fine to the police officer unless they are able to issue an official receipt. If not, please insist on being taken to the nearest police station to make payment and get an official receipt; stamped if possible.
- If the police/traffic officers request a bribe, ensure that you take the name of the officer, his badge number, if there is a vehicle there take down the registration number and ensure that the location and time of the road block / traffic stop is noted. Without this information there can be no recourse.
- Do not pay the bribe!
- If in Mozambique, report this to the SA High Commission or pass it on to MCLI to take up. If police insist on escorting you to the nearest police station (the escort may often not be the closest police station), or if you are unsure of the legitimacy of the charge, call the SA High Commission in Maputo for advice or assistance on +258 21 243 000 or their after-hours duty officer on +258 84 304 4600.
- If in South Africa, the same principles apply and incidents should be reported to the Mpumalanga Traffic Department on +27 13 762 5600 or their hotline on 0800 202 775
- TRAC Help Desk (N4 and EN4 Only) – If you are involved in an accident, have a flat tyre, overheated engine or smashed windscreen, dial (numbers below) for assistance from the TRAC rescue team nearest to you.
- The IOMs Southern African Counter-Trafficking Assistance Programme (SACTAP): International Organization for Migration (IOM) Regional Office for Southern and East Africa IOM Pretoria: +27 12 342 2789 IOM Maputo: +258 21 310 779

### Important Emergency and Anti-Corruption Numbers:

#### South Africa Anti-Corruption and Emergency Numbers:

##### Institution:

Arrive Alive (Report Bad Driving and Road Conditions)

CBRTA Vuvuzela Hotline

Corruption Watch

Human Trafficking

Mpumalanga Traffic Department

National Intelligence Agency (NIA)

##### Contact Number:

0861 400 800

0800 000 594

0800 023 456

+27 12 342 2789

+27 13 762 5600 or 0800 202 775

012 427 4903

Department of Home Affairs	0800 701 701
Department of Health and Social Services	0800 701 701
Department of Agriculture Forestry & Fisheries	0800 701 701
South Africa Revenue Service (CUSTOMS)	0800 002 870
South African High Commission in Maputo	+258 21 49 0059/3030 or +258 84 304 4600
South African Police Service (SAPS)	0860 010 111
TRAC Help Desk (N4 Only)	0800 872 264 or +27 82 881 4444

#### **Mozambique Anti-Corruption and Emergency Numbers:**

<b>Institution:</b>	<b>Contact Number:</b>
Fire Department	+258 21 322 222
Gabinete Central de Combate à Corrupção	+258 21 310 693
High Commission in South Africa	+27 12 401 0300 or +27 13 753 2089
Human Trafficking	+258 21 310 779
Pharmacy	+258 21 422 531
Police	+258 21 311 156 or +258 21 322 914
Private Hospital	+27 12 401 0300 or +27 13 753 2089
TRAC Help Desk (EN4 Only)	+258 84 343 4346 or +258 82 303 4303
Vodacom Emergency Number	112

#### **Swaziland Anti-Corruption and Emergency Numbers:**

<b>Institution:</b>	<b>Contact Number:</b>
Anti-Corruption Commission	+268 2 404 0758
Accident Notification	+268 2 404 933
Assist 911	+268 2 404 8911
Fire Department	+268 2 404 3333
Pharmacy	+268 2 404 6460
Police	+268 2 404 999
Trauma Link	+268 7 606 0911

#### **Important travel information for download:**

- [Latest TRAC N4/EN4 Toll Tariffs](#)
- [Mozambique: Road Code Decree](#) (Provided by ACIS)
- [Mozambique: Legal Opinion when involved in a Traffic Accident in Mozambique](#) (Provided by ACIS)
- [Mozambique: Customs Fiscal Allowances and Exemption to Travellers](#)
- [Mozambique: Mozambique Survival Guide](#) (ACIS & Vodacom Mozambique)
- [South Africa: Completion of Travellers Card](#)
- [South Africa: Agriculture, Forestry & Fisheries Travellers Guide](#)
- [South Africa: Customs Travellers Guide](#)
- [South Africa: Customs Information for Travellers](#)
- [Swaziland: Travellers Guide](#)