

November 2018
OFFICE OF INSPECTIONS
Bureau of African Affairs

Inspection of Embassy Banjul, The Gambia

What OIG Found

- The Ambassador established a generally positive relationship with the new government of The Gambia and emphasized U.S. interest in the promotion of economic, political, and social development, and outreach to the Gambian populace.
- A troubled relationship between the Ambassador and the recently departed Deputy Chief of Mission created morale problems and miscommunication within the embassy.
- Lengthy staffing gaps, curtailments of U.S. direct-hire staff, and the suspension and termination of locally employed staff for fraud adversely affected embassy operations.
- U.S. direct-hire vacancies in the Consular and Management Sections led to deficiencies in internal controls, including vulnerabilities in the procurement and financial management functions.
- The chancery's physical plant deficiencies, structural limitations, and poor external and internal appearance presented a negative image of the United States.
- The embassy did not comply with Department of State visa referral procedures.
- Information systems security and information management contingency training and planning needed to be strengthened.
- Spotlight on Success: By making effective use of existing resources, the Public Diplomacy Section created Competitive College Clubs to provide educational advising and leadership training for Gambian youth.



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-19-04

What OIG Inspected

OIG inspected the executive direction, program and policy implementation, and resource management operations of Embassy Banjul.

What OIG Recommended

This report includes 15 recommendations. OIG made 13 recommendations to Embassy Banjul, including 4 recommendations to improve management functions and 8 recommendations to improve information management operations. Additionally, OIG made 1 recommendation to the Bureau of Administration and 1 recommendation to the Bureau of Overseas Buildings Operations.

In its comments on the draft report, the Department concurred with all 15 recommendations. OIG considers all 15 recommendations resolved. The Department's response to each recommendation, and OIG's reply, can be found in the Recommendations section of this report. The Department's formal written responses are reprinted in their entirety in Appendix B.