



OIG HIGHLIGHTS

ISP-I-18-06

What OIG Inspected

OIG inspected U.S. Consulate General Hong Kong, China, from May 27 to June 15, 2017.

What OIG Recommended

This report includes 19 recommendations: OIG made 18 to Consulate General Hong Kong to improve operations and one to the Bureau of East Asian and Pacific Affairs regarding language designated positions.

In its comments on the draft report, the Department concurred with all 19 recommendations and OIG considers the 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 response is reprinted in its entirety in Appendix B.

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November 2017

OFFICE OF INSPECTIONS

Bureau of East Asian and Pacific Affairs

Inspection of Consulate General Hong Kong, China

What OIG Found

- The Consul General demonstrated policy leadership and proactive engagement in official and public spheres but did not pay adequate attention to Consulate General Hong Kong's security, information management, internal controls, and staffing challenges.
- Consulate General Hong Kong had internal control deficiencies in consular management, facilities, and fee collections.
- The consulate general lacked sufficient internal controls related to its motor vehicle program, including driver and vehicle safety requirements.
- Spotlight on Success: The General Services Office reduced warehouse lease costs by modernizing shelving and using analytical tools to reduce holdings, while the Financial Management Section developed a pocket-sized manual and an application that explained the management platform to customers.
- Spotlight on Success: The Information Management Section used text messages, flyers, and an art contest to enhance customer service and engagement.

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