



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-19-06

What OIG Inspected

OIG inspected the executive direction, consular, resource management, and information management operations of Embassy Koror.

What OIG Recommended

OIG made 21 recommendations to improve Embassy Koror's consular, management, and information management operations.

In its comments on the draft report, the Department concurred with all 21 recommendations. OIG considers all 21 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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February 2019

OFFICE OF INSPECTIONS

BUREAU OF EAST ASIAN AND PACIFIC AFFAIRS

Inspection of Embassy Koror, Republic of Palau

What OIG Found

- Although it is one of the smallest U.S. missions in the world, Embassy Koror faces significant challenges because it is charged with coordinating the work of more than 40 U.S. agencies that regularly visit Palau.
- Despite embassy leadership's laudable efforts, Embassy Koror remained understaffed with just two U.S. direct hire personnel—the Ambassador and Mission Deputy. Accordingly, the embassy was unable to adequately implement many Department of State mandated internal controls to properly manage the security program, classified IT system, or management operations.
- The Office of Management Policy, Rightsizing, and Innovation conducted a rightsizing review in which it supported the need for an additional position at Embassy Koror. Based on its observations and findings, OIG supports Embassy Koror's request.
- Embassy Manila generally provided adequate support for Embassy Koror's security, information technology, and management operations.
- The Ambassador did not conduct reviews of the non-immigrant visa adjudications done by the Mission Deputy, a mandatory consular management control.
- Embassy Koror did not follow Department of State requirements to monitor unliquidated obligations, resulting in up to \$823,547 that could be put to better use.
- The embassy did not proactively plan and rehearse for emergencies.

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