



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-19-14

What OIG Inspected

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

What OIG Recommends

OIG made 39 recommendations: 29 to Embassy Bogota to improve management and information management operations and 9 to address issues in the Political, International Narcotics and Law Enforcement, Public Diplomacy, and Consular Sections; and 1 to the Bureau of Consular Affairs regarding the collection and reconciliation of nonimmigrant visa application fees.

In its comments on the draft report, the Department concurred with 38 recommendations and disagreed with 1. OIG considers all recommendations, except one, 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.

April 2019

OFFICE OF INSPECTIONS

BUREAU OF WESTERN HEMISPHERE AFFAIRS

Inspection of Embassy Bogota, Colombia

What OIG Found

- The Ambassador and the Deputy Chief of Mission led Embassy Bogota in a professional and collaborative manner consistent with the Department of State's leadership principles.
- The Bureau of Consular Affairs needed to determine and correct the cause of a persistent shortfall in nonimmigrant visa application fees at Embassy Bogota.
- Consular Section leadership focused on adjudication speed in the visa unit to the detriment of other priorities.
- The embassy's International Narcotics and Law Enforcement Section needed to improve its end use monitoring of Department of Defense articles.
- The embassy ranked second highest in the Department for total number of motor vehicle collisions overseas, with 265 incidents from FY 2012 through FY 2017.
- The Information Management Section needed to correct several deficiencies to protect personally identifiable information and comply with Department information security standards at the Embassy Branch Office in Cartagena.
- Spotlight on Success: The embassy's Regional Security Office created an innovative map of Colombia that consolidated up-to-date threat information and security incidents in areas visited by embassy personnel.