



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-19-15

What OIG Inspected

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

What OIG Recommends

OIG made 10 recommendations to Embassy Kigali: 1 to bring the residential safety program into compliance with Department standards; 2 to improve the public diplomacy grants program; 3 to improve the oversight of the American Corners; 1 to improve consular crisis preparedness; and 3 to improve the information management program.

In its comments on the draft report, the embassy concurred with 9 recommendations and disagreed with 1 recommendation. OIG considers all 10 recommendations resolved. The embassy's response to each recommendation, and OIG's reply, can be found in the Recommendations section of this report. The embassy's formal written response is reprinted in its entirety in Appendix B.

March 2019

OFFICE OF INSPECTIONS

BUREAU OF AFRICAN AFFAIRS

Inspection of Embassy Kigali, Rwanda

What OIG Found

- The Ambassador and the Deputy Chief of Mission led Embassy Kigali in a professional, positive, and inclusive manner. The Ambassador's public outreach was enhanced by his study and use of Kinyarwanda, the principal language of Rwandans.
- The embassy identified a major deficiency in the residential safety program with multiple hazardous electrical incidents at staff residences.
- The embassy did not manage the public diplomacy grants program in accordance with Department of State standards.
- The embassy did not ensure the American Corner at the Adventist University of Central Africa conformed to Department standards. The embassy also did not properly document property transferred to the two American Corners in Rwanda.
- The embassy's consular crisis preparedness program had deficiencies, including inadequate disaster assistance kits and a backlog in enrolling U.S. citizens in the Smart Traveler Enrollment Program.
- Spotlight on Success: The embassy's Coordination Office for the President's Emergency Fund for AIDS Relief successfully promoted cooperation among interagency stakeholders.
- Spotlight on Success: The embassy responded quickly and comprehensively to an Ebola outbreak in neighboring Democratic Republic of the Congo.