



# HIGHLIGHTS

Office of Inspector General  
United States Department of State

ISP-I-20-09

## What OIG Inspected

OIG inspected the executive direction, program and policy implementation, the President's Emergency Plan for AIDS Relief program, and resource management operations of Embassy Pretoria. The inspection included Consulates General Cape Town, Durban, and Johannesburg.

## What OIG Recommended

OIG made 21 recommendations: 20 to Embassy Pretoria and 1 to the Office of the U.S. Global AIDS Coordinator and Health Diplomacy.

In its comments on the draft report, the Department concurred with 20 recommendations and neither agreed nor disagreed with 1 recommendation. 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 responses are reprinted in their entirety in Appendix B.

January 2020

OFFICE OF INSPECTIONS

BUREAU OF AFRICAN AFFAIRS

## Inspection of Embassy Pretoria and Constituent Posts, South Africa

### What OIG Found

- The Chargé d'Affaires and acting Deputy Chief of Mission led Mission South Africa in a professional and collaborative manner, promoting unity of effort and enlisting the three Consuls General to advance U.S. interests.
- The mission's \$730 million program to implement the President's Emergency Plan for AIDS Relief was hindered by interagency conflicts and implementation challenges, putting the success of the program at risk.
- The Front Office supported Equal Employment Opportunity (EEO) principles and implemented all EEO program requirements, but OIG found several pockets in the mission where employees reported behavior that did not meet Department of State standards for EEO and civility in the workplace.
- The mission developed its Integrated Country Strategy through a logical and inclusive process but did not track its implementation.
- Although the Front Office conducted the required Statement of Assurance on internal controls, OIG found many long-standing deficiencies that needed attention.
- The Political and Economic Sections provided valuable reporting but could better link their work to the Integrated Country Strategy.
- Consular operations across the mission did not adhere to several basic consular management controls, and one consulate general did not perform any of its consular crisis preparedness duties.
- The mission did not meet Department standards for managing furniture, other property, supplies, and motor pool operations.
- Basic information technology needs were being met by the information management staff, but staff did not complete key security duties, which increased the risk of data loss or breaches.