



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-20-17

What OIG Inspected

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

What OIG Recommends

OIG made 26 recommendations to Embassy Dhaka.

In its comments on the draft report, Embassy Dhaka concurred with 25 recommendations and neither agreed nor disagreed with 1 recommendation. OIG considers all 26 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.

June 2020

OFFICE OF INSPECTIONS

BUREAU OF SOUTH AND CENTRAL ASIAN AFFAIRS

Inspection of Embassy Dhaka, Bangladesh

What OIG Found

- The Ambassador and the Deputy Chief of Mission led Embassy Dhaka in a collaborative and professional manner. Staff described both leaders as energetic and approachable.
- The embassy had difficulty filling mid-level positions after the withdrawal of minor dependents following a 2016 terrorist attack. Many managerial positions had long staffing gaps that exacerbated workload pressures on the remaining staff.
- The Ambassador's active outreach efforts advanced efforts to build political capital and goodwill. However, particularly given the staffing shortages throughout the embassy, the Ambassador contributed to the workload stress of embassy staff by not prioritizing demands he placed on employees to support these efforts.
- The Ambassador engaged extensively with Bangladeshi Government officials and led efforts by the international community to assist 900,000 Rohingya refugees who had fled Burma.
- Consular Section staff routinely worked long hours in an effort to manage a growing backlog of immigrant visa work.
- The embassy's social media program did not comply with Department of State standards.
- The network cabling infrastructure in Embassy Dhaka's unclassified server and telephone frame rooms was antiquated and did not comply with Department standards.
- Spotlights on Success: The Information Management Office created a tracking system for employee checks of the emergency and evacuation radio network that increased participation rates dramatically. In addition, the office created a travel request application that saved time for travelers and travel managers.