



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-22-18

What OIG Inspected

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

What OIG Recommends

OIG made 11 recommendations: 10 to Embassy Sofia and 1 to the Bureau of Administration.

In its comments on the draft report, the Department concurred with 9 recommendations, neither agreed nor disagreed with 1 recommendation, and disagreed with 1 recommendation. OIG considers all 11 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.

May 2022

OFFICE OF INSPECTIONS

BUREAU OF EUROPEAN AND EURASIAN AFFAIRS

Inspection of Embassy Sofia, Bulgaria

What OIG Found

- The Ambassador and Deputy Chief of Mission led Embassy Sofia in a professional and collaborative manner consistent with Department of State leadership and management principles.
- Embassy Sofia exceeded the maximum number of in-office personnel approved by the Ambassador as part of the Department's COVID-19 mitigation process.
- Washington end-users found embassy reporting on political, economic, and public diplomacy issues to be of high quality and relevance.
- The embassy did not conduct the required seismic safety assessments for all residences.
- Spotlight on Success: Proactive consular engagement allowed intercountry adoptions to continue during COVID-19-related restrictions.
- Spotlight on Success: Embassy Sofia developed an innovative solution to extend mobile phone service coverage for embassy-issued phones. The solution provided embassy users with worldwide phone coverage and eliminated roaming fees.