



Embassy Singapore, Singapore

December 2024

## MAKING A DIFFERENCE

In the February 2024 report, Inspection of Embassy Singapore, Singapore ([ISP-I-24-09](#)), OIG recommended that the Bureau of East Asian and Pacific Affairs (EAP), in coordination with the Bureau of Global Talent Management (GTM), assess the Ambassador’s compliance with the Department’s leadership and management principles and, if appropriate, take corrective action. EAP and GTM provided OIG with documentation showing that they had assessed the Ambassador’s compliance with the Department’s leadership and management principles and took corrective action, and as such, OIG closed the recommendation for acceptable implementation.

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In December 2024, a Department employee was officially counseled for actions taken in performance of their Contracting Officer’s Representative (COR) duties. OIG special agents determined the COR failed to follow proper procedures in preparation of contract solicitation packages and the safe-guarding of procurement sensitive information.

## SPOTLIGHT ON SUCCESS

Public Diplomacy Section Implements Strategic Plan (*Inspection of the U.S. Mission to the Association of Southeast Asian Nations, Indonesia*, [ISP-I-25-07](#))  
The Public Diplomacy Section implemented a strategic plan to lend the mission’s expertise to the Association of Southeast Asian Nations member state holding the chairmanship, which ensured skillful and knowledgeable public diplomacy support for Association of Southeast Asian Nations meetings.

## NOTABLE OPEN RECOMMENDATIONS

In the December 2020 report, *Management Assistance Report: Continued Deficiencies in Performance of Information Systems Security Officer Responsibilities at Overseas Posts* ([ISP-21-07](#)), OIG recommended that the Bureau of Global Talent Management, in coordination with the Under Secretary for Management, the Bureaus of Diplomatic

## RECOMMENDATIONS STATUS\*

as of December 31, 2024

1,058\*\*

Open Recommendations

52\*\*\*

Recommendations Closed During December

[View Recommendations](#)

- \* OIG delivers monthly SBU/classified recommendation reports to Congressional committees of jurisdiction.
- \*\* Includes 56 recommendations associated with the U.S. International Boundary and Water Commission (USIBWC).
- \*\*\* Includes 8 recommendations closed on OIG’s classified network.

### Reports

### Ongoing Work

Security and Diplomatic Technology, and the regional bureaus, conduct an organizational assessment of the information systems security officer program to determine the feasibility of creating full-time overseas positions and implement the results of the assessment with an appropriate reporting structure for those positions. The Department’s latest compliance response on this recommendation is overdue by 29 days (as of December 20, 2024).

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In the June 2019 report, *Management Assistance Report: Modernizing Processes To Maintain Overseas Buildings Operations Commissioning Documentation Is Needed* ([AUD-MERO-19-31](#)), OIG recommended that the Bureau of Overseas Buildings Operations (OBO) (1) identify industry best practices for automating commissioning documentation, (2) develop an electronic commissioning platform, and (3) conduct a pilot program using the electronic platform that would allow commissioning tests to be created digitally and test results saved to an online repository. In September 2024, OBO responded that it had completed user acceptance testing of Kahua’s commissioning application, an electronic platform, and identified several issues that required further development

before piloting the electronic platform. Due to the resources needed for the additional development and OBO’s higher priority of deploying other Kahua applications for active construction projects, OBO has paused work on the commissioning platform and plans to revisit its priorities and resources in January 2025. OBO’s next response is due January 16, 2025.

OIG is concerned that OBO has paused work on the electronic commissioning platform after spending resources for more than 4 years. OIG maintains that OBO, as well as the commissioning agents involved, would benefit from a platform that can generate electronic commissioning documents and save them to an online repository. Furthermore, the current practice of uploading commissioning tests and related documentation at the end of a construction project inhibits the visibility of the tests and increases the risk that important commissioning tests and related documentation could be inadvertently lost or not uploaded. If years of accumulated hard-copy commissioning documentation were lost in the course of a construction project, OBO would likely be unable to recover these documents, ultimately losing the record of commissioning results. Moreover, lack of access to test documentation outside post limits the documentation’s utility to OBO management.

## NEW WORK STARTED

- *Audit of U.S. Agency for Global Media FY 2024 Compliance With the Payment Integrity Information Act of 2019*
- *Audit of Department of State FY 2024 Compliance With the Payment Integrity Information Act of 2019*

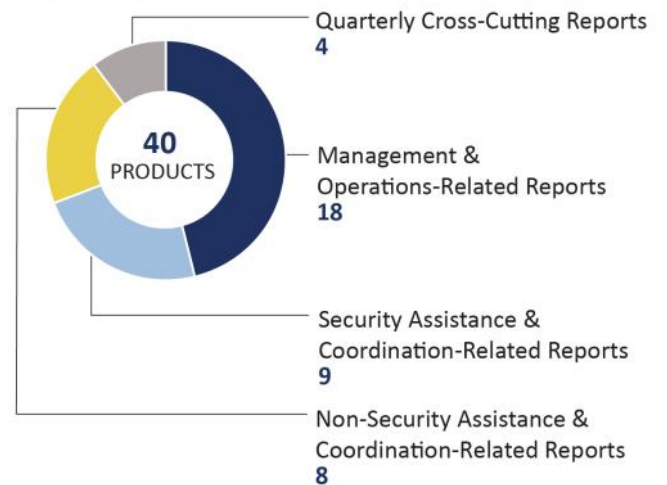
## UKRAINE AND AFGHANISTAN OVERSIGHT

*(U) Information Brief on Democracy and Human Rights Programs in Europe and Eurasia (AUD-GEER-25-09)*

Russia’s full-scale invasion of Ukraine has raised concerns for the Department about the stability of democratic institutions in Eastern Europe in particular. According to the Department of State and United States Agency for International Development (USAID) Joint Regional Strategy for 2022–2026, there has been an “alarming increase” in democratic backsliding among former recipients of U.S. assistance in Europe and Eurasia.

Initially, OIG planned to execute an audit of Department of State programs to support democracy and human rights in selected European and Eurasian countries. However, because of similarities with a broader, congressionally mandated Government Accountability Office (GAO) audit, OIG decided to conclude its work on this topic with this information brief to avoid duplication of effort. This information brief is intended to provide an overview of the Department’s funding for democracy and human rights assistance in Europe and Eurasia from FY 2019 through FY 2023. It also describes the roles of the bureaus involved in advancing democracy assistance programs and the Department’s approach to democratic backsliding. Finally, it summarizes information on the sources the Department uses to gauge changes in levels of democracy.

### UKRAINE COMPLETED OVERSIGHT WORK



TOTAL RECOMMENDATIONS	OTHER PRODUCTS	ONGOING & PLANNED OVERSIGHT PROJECTS
<b>223</b>	<b>4</b>	<b>19</b>

For complete lists of work involving Ukraine, go [here](#).

For complete lists of completed, ongoing, and planned work related to Afghanistan, go [here](#).

# REPORT RECAP



## December 2024

The following reports were issued in December by the Department of State Office of Inspector General (OIG).



*Information Brief on Democracy and Human Rights Programs in Europe and Eurasia* ([AUD-GEER-25-09](#))

[See summary of report under “Ukraine and Afghanistan Oversight” above.](#)



*Inspection of Embassy Berlin and Constituent Posts, Germany* ([ISP-I-25-03](#))

OIG found Mission Germany’s leadership team generally modeled the Department of State’s leadership principles, and the Ambassador and Deputy Chief of Mission emphasized diversity and inclusion. The mission’s Political and Economic Sections advanced Integrated Country Strategy and Department priorities. Mission Germany’s Public Diplomacy Sections supported the Integrated Country Strategy goals and integrated public diplomacy efforts throughout the embassy and five constituent posts. Mission Germany’s Consular Sections, despite increased demand, had one of the lowest nonimmigrant visa wait times compared to other U.S. embassy consular sections in neighboring countries. The mission had consular issues related to visa adjudications, line of sight, the lack of protective coverings for applicants, and the microphone system. Embassy Berlin and Consulate General Frankfurt had multiple unresolved safety, fire protection, and facilities problems. Mission Germany had management issues related to facilities management, general services, financial management, and human resources programs. The mission had information management issues related to the server rooms, local information technology configuration control board, records management, diplomatic notes, network cabling, telephone rooms, non-enterprise networks, and information systems management. OIG made 26 recommendations: 24 to Embassy Berlin and 2 to the Bureau of Overseas Buildings Operations.



*Classified Inspection of Embassy Berlin and Constituent Posts, Germany* ([ISP-S-25-03](#))

This report contains information that is Classified and unavailable for public viewing.



*Classified Inspection of Embassy Kinshasa, Democratic Republic of the Congo* ([ISP-S-25-05](#))

This report contains information that is Classified and unavailable for public viewing.



*Inspection of Embassy Brazzaville, Republic of the Congo* ([ISP-I-25-04](#))

OIG found that the Ambassador and Deputy Chief of Mission led Embassy Brazzaville in a professional and collaborative manner. They fostered workforce resilience in the wake of the deaths of two embassy staff in 2022 and 2023. With a small U.S. direct-hire staff, the Deputy Chief of Mission prioritized work tasks to match available personnel resources. The Front Office initiated several efforts to improve foreign assistance coordination. Embassy Brazzaville did not follow its Leahy vetting standard operating procedure. Embassy Brazzaville significantly boosted its digital media outreach after the Public Diplomacy Section added a fourth locally employed staff position in August 2022. Deficiencies in general services, facility management, human resources, financial management, and information management adversely affected embassy operations. The embassy did not follow Department of State requirements to review unliquidated obligations, resulting in up to \$1.26 million that could be put to better use. OIG made 29 recommendations to Embassy Brazzaville.



*Inspection of the U.S. Mission to the Association of Southeast Asian Nations, Indonesia* ([ISP-I-25-07](#))

OIG found the Ambassador and Deputy Chief of Mission led the U.S. Mission to the Association of Southeast Asian Nations in a professional and collaborative manner. Public diplomacy grant files did not consistently meet Department of State standards for documentation. OIG made 1 recommendation to the U.S. Mission to the Association of Southeast Asian Nations.



The Office of Inspector General conducts independent oversight of the Department of State and the U.S. Agency for Global Media on behalf of American taxpayers to:

- Promote economy, efficiency, and effectiveness.
- Prevent and detect fraud, waste, and abuse.
- Identify vulnerabilities and recommend constructive solutions.