



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-25-05

What OIG Inspected

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

What OIG Recommends

OIG made 45 recommendations to Embassy Kinshasa. In its comments on the draft report, the embassy concurred with 45 recommendations. OIG considers all 45 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 response is reprinted in its entirety in Appendix B.

February 2025

OFFICE OF INSPECTIONS

BUREAU OF AFRICAN AFFAIRS

Inspection of Embassy Kinshasa, Democratic Republic of the Congo

What OIG Found

- The Ambassador and Deputy Chief of Mission managed Embassy Kinshasa in a professional and collaborative manner.
- The embassy successfully advanced key U.S. foreign policy priorities, such as strengthening democracy, combating trafficking in persons, and addressing climate change, despite a non-permissive security environment that constrained travel by embassy staff.
- Chronic staffing challenges contributed to pervasive internal control issues and increased vulnerability to fraud, waste, and mismanagement in embassy operations. Twenty-three percent of Department of State U.S. direct-hire positions were vacant at the time of the inspection.
- Embassy Kinshasa's designated primary and alternate Information Systems Security Officers did not perform required duties for classified, OpenNet, and non-enterprise networks.
- Embassy Kinshasa did not manage its inventory of mobile devices, staff did not report lost or stolen cell phones and laptops to the property board, and the embassy did not require employees who had lost mobile devices to reimburse the U.S. government for the cost of the devices.
- Spotlight on Success: Embassy Kinshasa's Public Diplomacy Section shared cards with a QR, or quick response, code with contacts as a simple but effective means of highlighting U.S. engagement in the Democratic Republic of the Congo. The cards, with one side in English and the other in French, have a QR code, which when scanned by a smartphone, takes users directly to an embassy website that summarizes bilateral assistance.