



HIGHLIGHTS

Office of Inspector General
United States Department of State

ISP-I-23-20

What OIG Inspected

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

What OIG Recommends

OIG made 12 recommendations to Embassy Cotonou. In its comments on the draft report, the embassy concurred with all 12 recommendations. OIG considers all 12 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.

July 2023

OFFICE OF INSPECTIONS

BUREAU OF AFRICAN AFFAIRS

Inspection of Embassy Cotonou, Benin

What OIG Found

- The Ambassador and the Deputy Chief of Mission led Embassy Cotonou in a strategic, inclusive manner consistent with Department of State leadership and management principles.
- In the absence of resident Department of Defense personnel, the Political-Economic Section managed a substantial increase in security training and assistance in response to the growing threat from violent extremist organizations in northern Benin.
- The Consular Section was not fully prepared to respond to a crisis and had not prioritized setting up an American Liaison Network.
- Gaps in overseeing Embassy Cotonou's management operations contributed to several shortcomings in general services and facility management.
- Spotlight on Success: The Locally Employed Staff Association's inclusive organizational approach strengthened embassy community relations.
- Spotlight on Success: Embassy Cotonou's Consular Section developed a text messaging process that resulted in applicants arriving better prepared for consular appointments.