



**United States Department of State  
and the Broadcasting Board of Governors  
Office of Inspector General**

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## **Limited-Scope Inspection of Embassy Georgetown, Guyana**



*Embassy Georgetown, Guyana*

OIG's inspection of Embassy Georgetown found that mission leadership had organized and orchestrated an operational policy tied generally to Mission Strategic Plan objectives while specifically and effectively aimed at areas of greatest potential effect. Leadership was strong and visionary, and interagency cooperation was excellent. The OIG team noted that all agreed that little real progress was possible until transparency and rule of law replace crime and corruption. The post had

striven to encourage standards and improve performance in an uneven workforce while raising the overall level of resource management.

The public perception of the United States was good. With limited resources devoted to public affairs, a generally positive treatment in print and broadcast media was gratifying in its regularity, its breadth of coverage, and its attribution to American sources. However, communications and outreach were not well coordinated and were hampered by a shortage of resources. A dedicated locally employed (LE) staff position was needed.

Resource management had benefited significantly from the strong support of the Charleston Global Financial Services Center and especially from the Florida Regional Center. Their frequent visits for training and evaluation brought about major improvements in financial and human resources management and general services. In human resources management, Embassy Georgetown was hampered by staffing difficulties on the American side and in local terms by an environment where the labor pool was thin, poorly trained, and poorly motivated. The termination of 28 LE staff over the past two years illustrated the problem.

The consular section was staffed by an assortment of Civil Service officers on excursion tours, out-of-cone and entry-level Foreign Service officers, and a consular associate. It was functioning adequately in very difficult circumstances but was helped by its outreach programs. The nonimmigrant refusal rate was approximately two-thirds of all applicants. Aggressive antifraud measures were required for the large immigrant visa clientele and for American citizenship work.

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**OIG Report ISP-I-08-19, Limited-Scope Inspection of Embassy Georgetown, Guyana**

The fieldwork for this report was conducted by the Office of Inspections in Georgetown between October 9 and 13, 2007. This is an unclassified summary of a full report, which receives limited official distribution. Both the report summary and the full report reflect the conditions reviewed during the fieldwork.

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