

OFFICE OF THE NATIONAL PUBLIC AUDITOR
FEDERATED STATES OF MICRONESIA

The FSM Consulate General Office in Guam: Performance, Monitoring and Reporting Affected Consular Services

Audit Report No. 2016-06



Haser H. Hainrick
National Public Auditor



FEDERATED STATES OF MICRONESIA

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September 09, 2016

Excellency Peter M. Christian, President
Honorable Members of the FSM Congress

RE: Audit of the FSM Consulate General Office in Guam

We conducted an audit of the FSM Consulate General Office in Guam pursuant to the Public Auditor's authority as codified under Chapter 5, Title 55 of the FSM Code. This audit was focused on the performance measurement at the Guam Consulate General Office. The objective of this audit was to determine whether the Guam Consulate General Office's processes and internal controls over (a) the development of performance measures and targets, and (b) the monitoring and reporting of the consulate performance resulted in an efficient and effective consular service delivery.

We found that the management of the Guam Consulate General Office did not implement appropriate processes and internal controls over the development of performance measures and targets. In addition, we found that there was no monitoring and reporting of the consulate performance, and thus, opportunities to render improved, efficient and effective service delivery were not given focused attention.

We recommend that the Counsel General set up appropriate performance indicators or targets, and implement adequate measurement, monitoring and reporting of performance to assure that the FSM citizens in Guam, CNMI and Palau are afforded with adequate protection and that their interests are safeguarded as required by law. The audit report includes recommendations that will help the management of the Consulate General Office to ultimately improve the efficiency and effectiveness of consular services.

Respectfully yours,

A handwritten signature in blue ink, appearing to read "Haser Hainrick", is written over a light blue horizontal line.

Haser Hainrick
National Public Auditor

Xc: Vice President
Secretary, Department of Foreign Affairs

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INTRODUCTION

Background

Public Law 1-2 (1972), as amended, concurrently established both the FSM Consulate Office in Guam and the FSM Embassy in Washington D.C. The Consulate Office in Guam is a component of the FSM mission to the United States with the FSM Embassy in Washington D.C serving as the principal mission. The FSM President nominates the Consul General for the Guam office subject to approval of the FSM Congress

Functions and Responsibilities of FSM Consulate Offices

The right of each country to assist its citizens abroad is a basic principle of international law and diplomacy. In FSM, the international conventions, agreements, and FSM laws provide the framework for the development and delivery of FSM consular services.

Executive Order No. 1, Section 1, subsection C (as amended in April 2008) sets forth the functions and duties for the Consulate Offices as follows:

1. Represent the FSM to the host government and apprise the FSM Government of its political, social, economic and other developments in the host country;
2. Protect the interests and citizens of the FSM in the host nation within limits permitted by international law, including working with the law enforcement authorities in the host governments to ensure the rights and safety of the FSM citizens are protected;
3. Negotiate with the host government on issues as directed by the government of the FSM;
4. Establish by all lawful means the conditions and developments in the host nation, and report thereon to the President of the FSM through the Secretary of the Department of Foreign Affairs;
5. Promote friendly relations, improve communications and understanding, and develop ties in the economic, cultural and scientific fields between the FSM and the host nation, and assist, to the extent possible, the eligibility of all FSM citizens and governments for available technical, economic or social assistance by the host government;
6. Assist, as may be necessary and in accordance with law, citizens and officials of the FSM in the host nation by: (a) keeping as accurate as possible an accounting of the FSM citizens residing in the region or host country; (b) advising the FSM of the annually updated count of the citizens in the region or country; (c) providing annual report on the conditions of the citizens in the host country relating to issues of their education, immigration, employment,

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- business and/or property ownership, health, housing, labor relations, law enforcement treatment, cultural and other social and economic involvement in the host country; and,
7. Perform other functions as may be directed from time to time by the President of the FSM pursuant to his duties under the FSM Constitution to conduct the Nation's foreign affairs and national security.

Refer to Appendix A for details of consular services procedures.

The FSM Department of Foreign Affairs (DFA) Strategic Goal #5 (FY 2012-2016) defined the three objectives for the Consulate Offices. These are to strengthen FSM's relation abroad, to promote trade and investment opportunities in the FSM, and to protect the welfare of its citizens abroad. To satisfy these objectives, the FSM Consul in Guam implemented three main activities (Refer to Appendix 2 for details of consular activities for fiscal years 2012 to 2016:

1. Community Outreach and Advocacy Program (COAP);
2. Consular/Administrative Services;
3. Economic Diplomacy

In addition, Article 5 of the *Vienna Convention on Consular Relations (VCCR)* enumerates the consular functions regarding the protection of nationals and such other services:

1. Protecting in the receiving State the interests of the sending State and of its nationals, both individuals and bodies corporate, within the limits permitted by international law;
2. Helping and assisting nationals, both individuals and bodies corporate, of the sending State;
3. Safeguarding, within the limits imposed by the laws and regulations of the receiving State, the interests of minors and other persons lacking full capacity who are nationals of the sending State, particularly where any guardianship or trusteeship is required with respect to such persons;
4. Subject to the practices and procedures obtained in the receiving State, representing or arranging appropriate representation for nationals of the sending State before the tribunals and other authorities of the receiving State, for purposes of obtaining, in accordance with the laws and regulations of the receiving State, provisional measures for the preservation of the rights and interests of these nationals, where, because of absence or any other reason, such nationals are unable at the proper time to assume the defense of their rights and interests.

The Guam Consulate Office has six personnel staffs and two office assistants (contract); Consul General, an Administrative Assistant, two (2) Foreign Service Officers, and 2 Office Assistant (Contract).

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Table 1 below shows the budget for the Guam Consulate Office for fiscal years 2012 to 2016.

Table 1
Schedule of Funding
Fiscal Years 2012-2016

Budget Categories	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016	Total
Salaries & Benefits	\$ 119,812	\$119,812	\$122,260	\$122,260.	\$124,645	\$608,789
Travel	11,766	13,816	13,200	11,270	13,200	63,252
Consumable Goods	31,700	31,700	31,100	31,100	32,700	158,300
Contractual Services	141,532	124,482	146,750	146,750	161,050	720,564
Fixed Assets	23,000	23,000	0	0	20,844	66,844
Total	\$327,810	\$312,810	\$313,310	\$311,380	\$352,439	\$1,617,749

Source: FSM National Government Approved Budgets

The following tables highlighted the number of FSM Citizens assisted and the daily services provided by the FSM Consulate Office-Guam.

Number of FSM Citizens per state seeking assistance at the FSM Consulate Office-Guam

Year	Chuuk	Kosrae	Pohnpei	Yap	Others ¹	Total
2012	***Information was not categorized by States***				925	925
2013	379	3	59	29	-	470
2014	474	20	100	38	-	632
2015	2,812	93	450	364	160	3,879
2016	3405	112	504	289	460	4,770
TOTAL	7,070	228	1,113	720	1,545	10,676

Source: FSM Consulate Office-Guam Customer Log Sheet

Types of Services assisted at the FSM Consulate Office in Guam for FY2012-2016

Year	Passport	Notary	Birth Certificate	FSM ID	Others	Total
2012	737	97	31	25	35	925
2013	314	74	15	40	27	470
2014	471	62	43	24	32	632
2015	2,648	585	120	5	532	3,890
2016	3132	596	125	22	864	4,739
TOTAL	7,302	1,414	334	116	1,490	10,656

Source: FSM Consulate Office-Guam Customer Log Sheet

¹ Customer inquiries relating to social security, I-94 and employment

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Objective, Scope and Methodology

Objective

The objective of this audit was to determine whether the Guam Consulate Office's processes and internal controls over (a) the development of performance measures and targets, and (b) the monitoring and reporting of the consulate performance resulted in an efficient and effective consular service delivery.

Scope

This audit covers the Guam Consulate Office departmental performance for fiscal years 2012 to August, 2016.

This audit is focused on the performance measurement at the Guam Consulate Office.

We performed the audit fieldwork at the FSM Consulate Office in Guam, located within the ITC building in Tamuning. We also visited the Department of Foreign Affairs and Department of Finance and Administration in Palikir, Pohnpei.

We conducted this audit pursuant to the authority vested in the Public Auditor as codified under Chapter 5, Title 55 of the FSM Code, which states in part:

“The Public Auditor shall inspect and audit transactions, accounts, books and other financial records of every branch, department, office, agency, board, commission, bureau, and statutory authority of the National Government and of other public legal entities, including, but not limited to, States, subdivisions thereof, and nonprofit organizations receiving public funds from the National Government.”

Methodology

We conducted this performance audit in accordance with generally accepted government auditing standards issued by the Comptroller General of the United States. Those standards require that we plan and perform the audit to obtain sufficient and appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objective. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objective.

To determine whether the Guam Consulate Office's processes and internal controls over (a) the development of performance measures and targets and (b) the monitoring and reporting of the consulate performance results in an efficient and effective consular service delivery:

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1. We obtained and reviewed the related provisions of the constitutions, laws, regulations, policies and procedures regarding consular functions and reviewed the existing policy structure supporting the Consulate activities;
2. We obtained and reviewed the documentations and the activity reports related to consular services activities;
3. We also reviewed the performance measurement, monitoring and reporting requirements with respect to consular services;
4. Finally, we interviewed key management officials to obtain their views on the existing consular activities.

Prior Audit Coverage

This is the third audit conducted by ONPA on the performance of the Guam Consulate Office.

Conclusion

Based on our audit, we conclude that the Guam Consulate Office did not implement appropriate processes and internal controls over the development of performance measures and targets. In addition, we found that there was no monitoring and reporting of the consulate performance, and thus, opportunities to render improved, efficient and effective services delivery were not given focused attention.

The final audit shows the following results:

1. FSM Consular Functions and Services in Protecting and Safeguarding FSM Citizen in Guam need Improvement.
2. No written guidelines and procedures to guide the operations of the Consulate Office.
3. Lack of checking, monitoring and reporting of information to effectively evaluate the performance and accomplishments of consulate office.
4. Reimbursements of Fuel Costs to Consulate Staff for using their Own Vehicles Lacks Authorization

The findings and recommendations are discussed in details in the following pages.

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FINDINGS AND RECOMMENDATIONS

Finding 1: FSM Consular Functions and Services in Protecting and Safeguarding FSM Citizen in Guam need Improvement

Executive Order No. 1, Section 1, subsection C.2 (as amended April in 2008) requires the Consulate Offices to protect the rights and safety of, and to provide assistance to, the FSM citizens in the host nation by working with the law enforcement authorities, within limits permitted by international laws.

In addition, the FSM Department of Foreign Affairs Policy on consular functions requires the Consulate Offices to assist citizens in various circumstances such as arrest/detention, serious illnesses and death.

We found no performance indicators or targets to guard citizens' rights, interests and safety. Therefore, the measurement, monitoring and reporting on these indicators and targets was lacking as illustrated in the examples below.

1. Arrest or detention of citizens

There were no records or information on file for any assistance rendered on citizens' arrest and detention. Key staff of the Consulate Office was not aware of any assistance provided to arrested or detained citizens. Visitation by consulate staff was made only when notified by the Department of Justice regarding citizens' deportation, and such visit was only to arrange deportees' travels and related travel documents.

2. Serious illnesses or death of citizens

There were no available records and information regarding any consular assistance for citizens' illness or death. One of the consular activities provided in the FSM Annual Budget for fiscal years 2012 to June 2016 was *to increase the number of patients assisted*. However, we noted that neither target nor measurement mechanism was set up to measure, monitor and report the performance for this activity. According to consulate staff, this assistance was provided only when requested. Due to absence of records and information, we were unable to verify this assertion.

3. FSM Students attending UOG and GCC.

One of the consular activities provided in the FSM Annual Budget (FY 2012 to August 2016) was *to increase the number of students attending the University of Guam and Guam Community College*. However, we noted that neither target nor any measurement mechanism was set up to be able to evaluate the performance for this activity. There was no record or information on file to measure, monitor and report on the FSM students attending schools on Guam.

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4. FSM business owners on Guam

One of the consular activities provided in the FSM Annual Budget (FY 2012 to August 2016) was *to increase the number of FSM citizen business owners in the region*. However, we noted that neither target nor measure was set up to be able to evaluate this activity. In addition, we found that the consulate office has no record or information on file relating to assisted FSM business owners including the information on the number of businesses owned by FSM citizens.

As a result, the FSM consular functions and services in protecting and safeguarding FSM citizens in Guam need improvement.

Causes and Recommendations

Several factors contributed to the Consulate Office not implementing smart processes and controls for effective and efficient consular services in order to protect and assist citizens in Guam, CNMI and Palau.

1. Lack of Monitoring: Monitoring of the Consulate Office's performance was lacking because the required performance report (*Annual Performance Activity Report*) was not prepared nor submitted to the FSM Congress and President as required by Public Law 2-6.
2. Lack of Management Oversight: The oversight over the Guam Consulate Office by the Secretary, Department of Foreign Affairs and the Ambassador at the Embassy in Washington DC was lacking.
3. Staffing Issues: The consulate office has only two Foreign Service Officers, one of them was new and both had not received any training and orientation.

We recommend that the Consul General should,

1. Set up appropriate performance indicators or targets, and implement adequate measurement, monitoring and reporting of performance to assure that the FSM citizens in Guam, CNMI and Palau are afforded with adequate protection and that their interests are safeguarded as required by law;
2. Document and communicate to all staff the responsibilities and key functional requirements expected of the Consul General and staff;
3. Require the consulate staff to attend training in consular responsibilities, including the principles, tools and techniques for consular services;
4. Study the existing personnel in the consulate office to determine its adequacy in discharging the consulate office functions; and,

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5. Submit monthly the activity progress report and the annual performance activity report as required by Public Law 2-6.

Finding 2: No Written Guidelines and Regulations To Guide the Operations of the Consulate Office

CFSM Title 10 § 505 requires the promulgation of regulations to implement the law governing the operations of Department of Foreign Affairs. In addition, CFSM Title 10 § 505 requires the development and implementation of policies and procedures to effect the duties and responsibilities of the Consulate Office.

We observed that there were neither regulations nor written internal policies and procedures in place to govern the actions including the duties and responsibilities of the Consulate Office. According to the Consul General, a policy and procedure manual was developed in the past, however, it was still in its draft form and has not been finalized.

Causes and Recommendations

The development of an Operating Manual did not appear to be a priority for the Consul General. Additionally, there was poor oversight by the Secretary, Department of Foreign Affairs to ensure that the operating policies and procedures are developed.

We recommend that the,

1. Consul General should develop an Operating Manual for the Guam Consulate Office.
2. Secretary, Department of Foreign Affairs, should monitor and provide effective oversight over the Consul General's work to ensure that an Operating Manual is developed in a timely fashion.

Finding 3: Lack of Checking, Monitoring and Reporting of Information to Effectively Evaluate the Performance and Accomplishments of the Consulate Office

Prudent practice requires performance measurement and management in which the performance standards are set, against which the actual performance be reported, monitored and compared. Furthermore, the performance information should be complete and supported by reliable sources and data quality.

We found that the Department of Foreign Affairs has not been checking, monitoring and evaluating the performance and accomplishments of the Guam Consulate Office. Many outputs were established for planned activities in the budget book but no records were maintained to

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provide evidence of their accomplishments. Refer to Appendix B for the Guam Goals/Objectives, Activities and Outputs (target and actual) for fiscal years 2012 to 2016.

1. The Consulate Office has not been submitting an *Annual Performance Activity Report* neither to the FSM Embassy in Washington nor to the Department of Foreign Affairs. According to the Consular General, he was not aware of the reporting requirements except for the financial activity report.
2. The accuracy of performance of the consular activities in terms of outputs was questionable. For example:
 - Certain numbers of seminars and workshops for good citizenship were reported for fiscal years 2012 to 2016. Our audit disclosed that only two of four seminars were conducted in fiscal year 2012 and no seminars were conducted in fiscal years 2013 to 2016.
 - Monthly DOC/inmate visits were to be conducted in fiscal years 2012 to 2016, however we found that only two visits were made.
 - No data or records maintained on the number of students assisted.
 - No data or records maintained on the number of patients or death citizens assisted.
 - 324 meetings were targeted for fiscal years 2012 to 2016, but no records of meetings were maintained.

As a result, the lack of performance information also resulted in the management's failure to assess progress in achieving its goals and objectives and to take timely and effective actions and decisions to improve the service delivery.

Cause and Recommendations

Management did not require the development of appropriate and complete performance measures, management information or reporting. Consequently, no monitoring was in place to track the progress of the performance of the Guam Consulate Office.

We recommend that the Secretary of the Department of Foreign Affairs should,

1. Set-up appropriate performance indicators or targets, and implement adequate measurement, monitoring and reporting of the consular performance to ensure an effective service delivery thru the achievement of goals and objectives.
2. Revisit the Executive Order that created the Consulate Office and clearly define the mandate, roles and responsibilities related to consular management reporting and oversight functions.

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Finding 4: Reimbursements of Fuel Costs to Consulate Staff for using their Own Vehicles Lacks Authorization

Prudent practices require that policies and procedures must be in place to safeguard government funds. In the case of fuel reimbursement for using a personal vehicle, each employee should make a formal request with justification and authorization of a department head prior to incurring the fuel expenses.

It has been a practice in the consulate office to regularly reimburse employees for using their own cars for official business. We reviewed the employees' reimbursements for fuel purchases for FY 2015 up to July 2016 with a total amount of \$5,228.00. We found that the justifications as well as management authorizations for the reimbursements were not documented. There were no approved requests attached to the payment voucher except for receipts. For example, we found the following total fuel reimbursement during FY-2015 to August 2016:

Employee	Total Amount
Foreign Service Officer	\$1056.00
Administrative Assistant	1,074.00
Consul General	3,028.00
Foreign Service Officer	70.00
Total	\$5,228.00

As a result, employee reimbursements for fuel purchases for \$5,228.00 were questionable. The current practice also increased the risks of fraud and misuse of funds for fuel reimbursements.

Cause and Recommendation

Management did not initiate and make it a priority to implement controls governing the fuel reimbursements by the staff.

We recommend that the Consul General develop and implement internal controls governing the employees' reimbursement of fuel costs for personal vehicles on official business purpose. Such internal controls should include but not limited to:

1. Design and implement 'Fuel Request Reimbursement Form' to document the request and approval of fuel reimbursement
2. Implement a log to document all vehicles approved for used by staff on official business. The information in the log should include detailed information about each vehicle e.g., owner, vehicle type, plate number, mileage, purpose of the trip, reference receipts #, amount of fuel purchases.

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APPENDICES

Appendix 1: Consular Service Procedures

The consulates or consulate generals are to provide consular services as much as they can. The ultimate goal is to be helpful to our citizens and others who may seek assistance from the consulates.

1. Arrest or Detention of FSM Citizen

In case a citizen has been arrested or detained by law enforcement authorities in a foreign country, the following procedures must be followed:

- Verify that the person is not in serious condition or dying and that he or she is in a bone-fide government facility for arrest or detention.
- Find out the charges if any or reason for arrest.
- Ask to speak to the citizen and point out the embassy or consulate's rights in this type of case under the Vienna Conventions, if necessary.
- Provide the citizen names of attorneys or others who might help, like Legal Aid Society, or similar organizations in the area or close by,
- Should there be an attorney already assigned, get his/her contact numbers, call him/her, and get, as much information as you can on the case, or work with the attorney to enable the kinds of legal assistance the citizen may need.
- Depending on the gravity of the case and the immediate safety of the citizen, the embassy or consulate may visit the citizen in person.

2. Deportation and other Immigration Matters

Deportation is an action taken by the government of the country within which a citizen is located. What is important here for the missions or consulates is to be able to assist the citizen so that his/her immediate needs are met and his/her rights are not violated and are fully exercised. After verifying the authenticity of all information on the case, the mission or consulate should take the following general approaches:

- Ensure that the citizen's immediate health and safety are not compromised.
- Ensure that the facility and his treatment are acceptable.
- Ensure that the citizen's rights are not interfered with or denied.
- Ensure that the citizen has been assigned a counsel or other legal assistance.

3. Serious Illnesses or Death of Citizen

FSM consulates must sympathetically consider requests from citizens for relaying of information about illnesses or deaths of citizens in Guam, CNMI and Palau. Seriousness of the illness must be based on the consulate office's own assessment of the illness through consultation with doctors, or if no doctor, on its own assessment. Reports of death must be verified through an authentic death certificate, before information can be

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related to the FSM. Procedures regarding shipment of remains or a seriously ill person must be as follows:

- Confirm that all financial requirements with the airlines and the mortuary and others have been met.
- Confirm that all travel documents for the deceased or ill person and accompanying person(s), including the death certificate, packing list, and other documents that may be required by the airlines and other authorities along the way, are in order.
- Should there be a need to have next of kin or others finance the shipment and travels of accompanying person(s), the consulate must receive notification from the FSM Department of Finance of any payment before the same amount can be released from the Consulate Bank Account.

4. Travel Emergencies in General

Emergencies during travel or while abroad are bound to happen. At the same time, the FSM Government is not likely to be able to handle all cases, but it can do the best it can whenever possible. As such, the following are some tips to help minimize the impact of these emergencies, or to resolve the:

- Know the contact numbers for the FSM consulate, and that you can contact the consulate for possible assistance.
- Keep your travel document and any valuables in acceptable safe or other locations.
- Avoid going alone in unfamiliar places.

5. Assistance on Passport Renewals

Assistance with renewal of FSM passports are done according to procedures established by the FSM Department of Justice.

6. Documents Authentication & Notaries Public

Notaries public authorized pursuant to FSM laws and relations is available through the FSM consulate office. However, they can only notarize acts, papers, and other acceptable matters, from authorities of FSM Governments and other entities operating pursuant to FSM laws and regulations, but not those from foreign governments or other foreign countries. Following are some of the most common documents issued within the FSM:

- Birth certificates
- Marriage certificates
- Death certificates
- Guardianships/ Adoptions
- Affidavits
- Identification cards (IDs)
- Transcripts and Diplomas
- Medical Records
- Licenses

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7. Legal Assistance

The consulate is not equipped to provide assistance on private legal cases, but can locate lawyers or organizations that may be able to help. Citizens needing this type of assistance should contact the FSM consulate office.

8. Election Assistance

Assistance may be provided to State and municipal elections at the FSM embassies and consulates, provided the following are met by the requesting government:

- The actual conduct of elections polling and other related activities are done by the official(s) of the concerned government and not staff of the embassy or consulate.
- Should there be a need for direct assistance by staff of the consulate, the concerned government must communicate to the Department of Foreign Affairs in writing about the exact nature of the assistance needed, with a copy to the consulate.
- Request must include statement of immunity from lawsuits and other legal actions for the consulate's involvement in anything to do with the election.
- The consulates may only guarantee space for the actual polling, if not in conflict with the primary mission of consulate.

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Appendix 2 – Guam Consulate General Office Goals and Objectives FY 2012 to 2016

Goals/Activities	Output									
	FY12		FY13		FY14		FY15		FY16	
	Target	Actual								
Goals : To improve the general welfare of the FSM citizens residing in Guam, CNMI and Republic of Palau										
Community Outreach and Advocacy (COAP)										
a. Good citizenship seminars	4	2	4	0	2	0	2	0	2	0
b. Community meetings	12	3	12	0	2	0	0	0	0	0
c. Meetings:	150	0	150	0	24	0	15	0	15	0
• CMTF sub-committees meetings;	30	0	30	0	X	0	X		X	
• FSMStates Association meetings;	24	0	24	0	4	0	4	0	X	0
• FSMAG meetings;	24	0	24	0	6	0	X		2	0
• FAPPG meetings;	12	0	12	0	3	0	2	0	X	
• Center for Micronesia Empowerment (CME) Meeting,	24	0	24	0	2	0	X		1	0
• Church Leaders Association of Guam,	12	0	12	0	2	0	1	0	X	
• GDOE /PTA meeting.	24	0	24	0	2	0	X			
d. Independence /National Day Program and FSM/Guam Community Prayer Day	2	2	2	0	1	0	X		X	
e. Trips to CNMI and Republic of Palau	4	2	4	1	2	1	2	0	2	0
f. DOC/inmates visits`	N	2	N	0	12	0	4	0	3	0
1. Consular/Administrative Services										
a. Increase number of FSM students attending UOG, GCC and GTA	N	0	N	0	N	0	N	0	N	0
b. Improve window services and office/staff etiquettes.	N	0	N	0	N	0	N	0	N	0
c. Increase number of students and patient assisted.	N	0	N	0	N	0	N	0	N	0
d. Facilitate 12 official trips and 12 meetings for officials from National and State Government to /thru the region.	24	0	24	0	24	0	N	0	N	0
2. Economic Diplomacy										
a. Attend GMIF-2-13	N	0	N	0	N	0	N	0	N	0
b. meetings :(12 GVB General Membership meetings, 12 GCC General Membership meetings and 12 Guam Hotel& Restaurants Association monthly meeting /activities).	36	0	36	0	48	0	31	0	33	0
c. Increase number of business opportunity meetings/ conference	N	0	N	0	N	0	X		X	

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Goals/Activities	Output									
	FY12		FY13		FY14		FY15		FY16	
	Target	Actual								
d. Attend 2 military Trade Shows in theregion.	2	0	N	0	N	0	X		X	
e. Attend 2 PATA Micronesia Chapter Meetings	2	0	N	0	N	0	X		X	
f. Increase number of FSM Citizen Business owners in the region.	N	0	N	0	N	0	N	0	N	0
g. Increase exports from FSM to the region.	N	0	N	0	N	0	N	0	N	0
h. Increase level of remittance from FSM citizens residing in Guam and CNMI to the FSM.	N	0	N	0	N	0	N	0	N	0
i. Strengthening /improve relationship with Guam Consulate Corps, Gov. Guam, FAS Community, Joint Region Marianas, Guam Council of Mayors, NGO's and Private Sectors.	N	0	N	0	N	0	N	0	N	0

Source- Budget Book

Remarks: N – Neither target nor measure was set up to be able to evaluate the performance for this activity; 0 – There was no record or information on file related to performance target; X-activity not included in the budget.

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MANAGEMENT RESPONSE



DEPARTMENT OF FOREIGN AFFAIRS

of the
FEDERATED STATES OF MICRONESIA
P.O. Box P.S. 123
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September 02, 2016

The Honorable Haser Hainrick
National Public Auditor
FSM National Government
Palikir, Pohnpei FM 96941

*Re: Response to Audit Report No. 2016-06 (The FSM Consulate Office in Guam:
Performance, Monitoring and Reporting Affected Consular Services*

Dear Mr. Hainrick:

We are pleased to provide the following responses to your letter of August 30, 2016 regarding your Audit Report No. 2016-06 on the FSM Consulate in Guam, as follows:

Finding 1: FSM Consular Functions and Services in Protecting and Safeguarding FSM Citizen in Guam need Improvement.

Response: The Department concurs with the finding for the need for improvement in consular functions and services. We will work with the Consulate for the needed improvement. We also wish to note that the large and increasing number of our citizens in Guam will always be a challenge for the limited number of our staff at the Consulate.

Finding 2: No Written Guidelines and Regulations To Guide the Operations of the Consulate Office.

Response: The Department concurs with the finding for the need to develop written guidelines and regulations for the Consulate. As pointed out by Consul General, there is already a draft procedure manual that was developed by the department in the past, which we have been using as guidelines, although it needs to be updated.

Finding 3: Insufficient Checking, Monitoring and Reporting of Information to Effectively Evaluate the Performance and Accomplishments of the Consulate Office.

Response: The Department concurs with the finding and will work with the Consulate in developing adequate measurement, monitor and reporting of its consular services to make sure that it meets its target goals and objectives.

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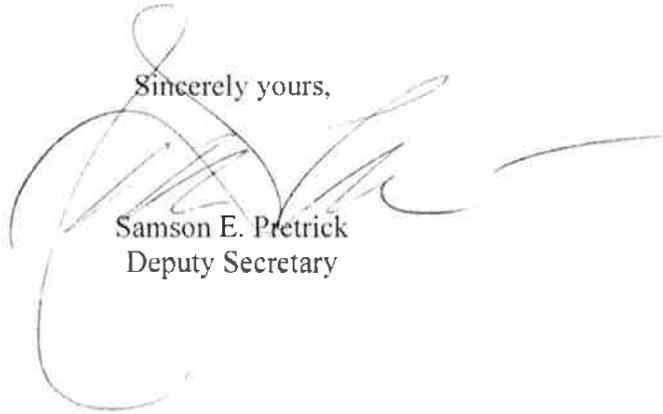
Finding 4: Reimbursements of Fuel Costs to Consulate Staff for using their Own Vehicles Lacks Authorization.

Response: There are times when the Consulate staff would use their own private vehicles to do errands for the office, visit citizens or meet visiting and transiting government officials in which the Consulate would reimburse them for the fuels to be reviewed and approved by the Consul General. However, the department concurs with the finding that some controls need to be put in place to ensure that such reimbursements are not abused.

We thank you for sharing the draft audit of the FSM Consulate in Guam during the exit conference on August 29, 2016 and the opportunity to discuss the findings. The department will work with the Consulate in addressing those findings and the recommendations.

Thank you.

Sincerely yours,



Samson E. Pretrick
Deputy Secretary

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ONPA EVALUATION OF MANAGEMENT RESPONSE

We requested for a management response from the Secretary of Foreign Affairs and the Consul General. The management response generally agreed with our findings and recommendations in the report.

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NATIONAL PUBLIC AUDITOR’S COMMENTS

We would like to thank the management and staff at the Guam Consulate General Office and their Main Office in Palikir for their assistance and cooperation during the course of the review.

In conformity with general practice, we presented our draft findings and recommendations to the Consul General and the Secretary of the Department of Foreign Affairs for their comment. We have incorporated their written comments in this final audit report.

We have provided copies of the final report to the President and Members of the Congress for their use and information. We will make copies available to other interested parties upon request.

If there are any questions or concerns regarding this report, please do not hesitate in contacting our Office. Contact information for the Office listed on the last page of this report, along with the ONPA and staff who made major contributions to this report.



Haser H. Hainrick
National Public Auditor

September 09, 2016

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ONPA CONTACT AND STAFF ACKNOWLEDGEMENT

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