

Rwanda's digital platform, Irembo, has transformed how citizens access government services, saving them more than 120 million hours previously spent traveling to government offices.

The Ministry of ICT and Innovation (MINICT) said the time Rwandans spend obtaining services has dropped by over 80% since Irembo enabled citizens to apply for services online, without visiting offices or interacting with officials in person.

Paula Ingabire, Rwanda's ICT and Innovation minister, shared the update Tuesday while addressing the Chamber of Deputies about technology use in government service delivery.

She said 45% of Irembo users pay for services digitally, and the platform now offers 240 services, including civil registration, driving permits, business licenses, and social programs.

"We have more than 3,000 agents helping citizens apply for services, and 45% of applicants use digital payments," Ingabire said. "This platform has saved citizens over 120 million hours that would otherwise have been spent visiting government offices."



MINICT said it continues to improve Irembo's reliability, user experience, and access to information. Between 2023 and 2024, citizens submitted over 5 million applications through the platform, and as of March 2025, more than 400,000 Rwandans had opened personal accounts.

Launched in 2014, Irembo is part of Rwanda's vision for a digitally driven society. It allows citizens to request government documents and services online, reducing the need for in-person visits and helping limit corruption by minimizing direct contact with officials.

The platform has attracted attention from other African countries seeking to digitize governance and improve public service delivery.

"Irembo has transformed access to government services," Ingabire said. "Our goal is to make all services available digitally, saving time and improving quality."

Rwanda's digital strategy continues to expand, with investments in online payment

systems, broadband infrastructure, and citizen education programs aimed at making government services more accessible, efficient, and secure for all citizens.