

Since 2017, the 'Intore in Technology' program has trained over five million citizens, helping them access essential services via mobile phones and digital platforms.

Rwanda's "Intore in Technology" youth program has trained more than five million citizens since its launch in 2017, equipping them to access vital services through mobile phones, officials said.

The initiative, led by the Rwanda Information Society Authority (RISA), teaches residents to use technology to pay utility bills, access social programs like Ejo Heza, and navigate online platforms such as Irembo. The program targets both rural and urban communities to ensure no Rwandan is left behind in the digital era.

The milestone was celebrated on October 17, 2025, during Rwanda's Technology Knowledge Day, which also highlighted the achievements of the Intore in Technology program. The event brought together more than 2,000 youth from across the country.

RISA Director General Antoine Sebera said the initiative has successfully bridged the digital divide. "The Intore in Technology have helped us bring the benefits of technology to all Rwandans. Our youth teach citizens in villages how to access digital services at no cost," he said.



RISA Director General Antoine Sebera

Youth volunteers report significant impacts. Delphina Mutesi, from Karengye Cell in Gatsibo District, said she has helped over 400 people access services through their phones since June. "Now, citizens no longer need to travel to request services—they can do it from their phones," she said.

Germain Mvukiyehe from Muhondo Sector in Gakenke District said he has assisted 914 people, helping them avoid travel expenses and long waits.

However, challenges remain. Some citizens cannot read or write, and others do not yet understand the benefits of digital services. Denyse Tuyishimire of Nyanza District said, "When I meet someone who cannot read or write, it is challenging. Some people also need extended training to understand the value of digital tools."

The National Institute of Statistics of Rwanda (NISR) reports that 85% of Rwandans owned mobile phones between 2017 and 2024. The Ministry of Information and Communication Technology and Innovation (MINICT) says over 40% of mobile phone users now have smartphones, with ongoing programs to further increase adoption.



Eraste Rurangwa, the Permanent Secretary at MINICT

MINICT Permanent Secretary Eraste Rurangwa emphasized that technology must reach all citizens to achieve Rwanda's 2050 vision. "Technology is the foundation. We are building society in a way that leaves no one behind," he said.

FinScope 2024 research shows Mobile Money users have grown from 62% in 2020 to 86% in 2024. Use of SACCO services is 51%, while insurance coverage is 13%. MINICT's 2025/26 report indicates that over 500,000 citizens will receive basic digital literacy training this year, as the government aims for 100% of Rwandans to have basic digital skills by 2029, up from 53% in 2024.