

IremboGov AI Chatbot — Rwanda's Trilingual Virtual Assistant for the National Digital Services Platform

AI in the Public Sector · Good practice · Rwanda

Quality score: 80/100

Evidence strength: Observational / pre–post

Summary

Rwanda's RISA-run IremboGov platform, now covering 223 government services, added a Kinyarwanda/English/French AI chatbot for citizen support; independent analysis found applications grew 42% and direct online completion rose from 31% to 41% between 2022 and 2023.

Key dimensions

Dimension	Score
Evidence of impact / measured public value	3/3
Transparency, fairness & accountability	2/3
Transferability / demonstrated replication	2/3
Scalability beyond pilot	3/3
Governance, capability & sustainability	2/3

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-07-19

[Rwanda Information Society Authority \(RISA\) / Irembo](#) — accessed 2026-07-19

[Cenfri — Digitisation of government services in Rwanda: Lessons from the data](#) — accessed 2026-07-19

[Irembo — The Rwanda Model: Beyond Digital Portals to a Global Blueprint for Governance](#) — accessed 2026-07-19

[World Bank — Rwanda Digital Acceleration Project \(P173373\)](#) — accessed 2026-07-19

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