

IremboGov — Rwanda's Web, App and USSD Multi-Channel Design for a Low-Smartphone Population

Digital Inclusion · Good practice · Rwanda

Quality score: 96/100

Evidence strength: Observational / pre–post

Summary

Rwanda's national e-government platform deliberately serves citizens through web, app, a feature-phone USSD channel and 7,000+ in-person agents, reaching offline and low-literacy users that a web-only design would exclude.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-21

[Irembo Ltd, in partnership with the Government of Rwanda](#) — accessed 2026-08-21

[ICTD/IDS: Bridging the divide — Rwanda's quest for equitable digital governance](#) — accessed 2026-08-21

[KT Press: Rwanda's IremboGov platform wins global award in Dubai](#) — accessed 2026-08-21

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