

IremboGov's Last-Mile Agent Network and USSD Interface — Designing E-Government for Rwanda's Low-Literacy, Offline Citizens

Digital Inclusion · Good practice · Rwanda

Quality score: 96/100

Evidence strength: Observational / pre–post

Summary

IremboGov pairs 7,000+ nationwide field agents with a feature-phone USSD interface so citizens without smartphones or digital skills can still complete government transactions. Independent online completion rose from 31% (2022) to 41% (2023).

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 2026-08-22

[Irembo Ltd / Rwanda Information Society Authority \(RISA\)](#) — accessed 2026-08-22

[ICTD — Bridging the divide: Rwanda's quest for equitable digital governance](#) — accessed 2026-08-22

[Cenfri — Digitisation of government services in Rwanda: Lessons from the data](#) — accessed 2026-08-22

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