Name: KWIZERA MICHELINE

Country: RWANDA

Company: IREMBO

Title: TEST ENGINEER

INTRODUCTION

Irembo means gateway or door in the local Kinyarwanda language, which represents literal Access, Service, and Openness.

Irembo is an online portal that serves as a gateway to different government services in Rwanda.

- Irembo was introduced in 2015 to allow people to access government services online.
- Irembo currently offers over 98 services online and over 9 million Rwandans have been served since 2015.

WHY WAS IREMBO DESIDNEG?(cont.)

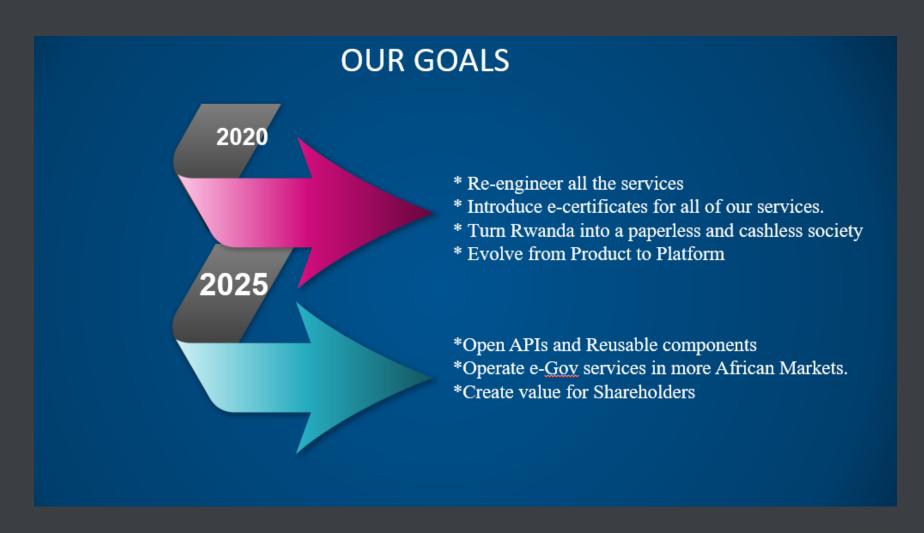
- The platform was designed to improve the citizen's way of life by making government services easier, faster and less costly to access.
- Irembo helps the government to successfully record all income registered after providing different services.
- Irembo also helps advance government efforts to root out corruption through transparency.
- In addition to serving citizens living inside the country, Irembo also facilitates the needs of Rwandans overseas and foreigners.
- A source of employment to Rwandans(4,000 jobs were created inside Irembo since 2015)

CHALLENGES

- Lack of accessibility and availability of electricity and internet.
- Low level of digital literacy with no access to smart devices.
- The balance between legal framework and technology.
- We are part of an ecosystem, when our partners (institutions) backend systems are down it hinders the accessibility of our services.

SOLUTIONS

- Introduction of Irembo Agents(help citizens to access and use the platform)
- Training and capacity building
- Discussion with the local authority on balancing legal framework and technology
- Partner Infrastructure improvement is still in progress





THANKYOU