

IREMBO BROCHURE



1. Meaning and Historical background

Irembo (*singular*) or Amarebo (*plural*) is a Kinyarwanda word which means "gateway". In ancient Rwanda, every family lived in an enclosure. And to get into this enclosure, you had to pass through the Irembo. From inside the house, the family could see whoever entered, and they greeted him at the irembo. It was in the irembo that the visitor made himself known if he was not known, and announced the purpose of his visit. If he/she was not granted a visit, he/she would not enter the enclosure. In case the visitor was not unwanted, he/she could not enter the enclosure, the irembo was closed for him/her. In case he/she wanted to ask for free passage, the irembo could either be opened "kugurura amarembu", or denied "gufunga amarembu".

2. The modern Irembo

Irembo project came in as a technology-based solution in order to ease the life of citizens in seeking services efficiently. The objective of this partnership agreement is to bridge the gap of "access to information" and public service delivery through the digitalization of government to citizens and government to business services.

It is an initiative of the Government of Rwanda with the aim of:

- Digitalizing all public services into a single window platform, and offer e-government solutions that fast-track service delivery and increase efficiency in public institutions;

- Resulting efficiently and effectively to reduction of inefficient manual processes, delays in service delivery, long queues and bottleneck in service delivery.

3. Services provided by Irembo through ROP

Today, Irembo hosts over 40 e-services from various different government agencies with more than 90,000 users a month.

Irembo signs can be seen in every corner of the country



Those services are related to

3.1. Family

Certificate for Widow/Widower, Certificate of Residence, Certificate of Genocide Survivors, Certificate of Being Single, Child Recognition Record, Guardianship Record, Certificate of Succession, Certificate of Cohabitation, Birth Services, Marriage Services, Death Services, Adoption Record

3.2. Identification

Application for National ID Correction, Application for National ID, Registration in the National Population Registry, National ID Replacement, Certificate for Replacement of National Identification, Certificate of Full Identity, Change of name, Certificate of Nationality, Certificate of Divorce, Certificate of Being Alive

3.3. Immigration And Emigration

Pay for transfer/transcription fees, Penalty Payments, Registration for Citizenship, CEPGL Travel Document, Permits, Foreigner ID Card, Foreigner Travel Document, e-Passport Application, Laissez-passer, Visa application

3.4. Land

Sporadic Registration, E-payment Services, Authentication of Loan Agreement, Change of Land Use, Title Details Update, Document Replacement, Title Transfer, Land Merging, Subdivision

3.5. Police

Duplicate of Driving License, Traffic Fines, Replacement of Definitive Driving License, Motor Vehicle Inspection, Driving License Exam Results, Renewal of Driving License, Application for Driving License, Registration for Driving Test

3.6. Notarization and Gazette Service

Publish in the Official Gazette, Subscribe for the Official Gazette, Purchase for an Official Gazette, Notary services

3.7. Health

COVID-19 Test, Yellow fever vaccination, Community Based Health Insurance (Mutuelle de sante)

3.8. Governance

NGO Registration, Application For NGO Legal Personality, Registration and Issuance of Legal Personality to FBOs

3.9. Education

Application for Equating Foreign Qualifications, Application for Equating Foreign Qualifications - General Education

3.10. Rwanda Museums

Schedule a Visit, Re-schedule a Visit

3.11. Transport

Authorization, Transport License.

3.12. Criminal Record

Criminal Record Certificate

3.13. Media

Accreditation for Foreign Media

4. Irembo process and structure

The Irembo gateway is the one-stop portal for e-Government services under management of Rwanda Online Platform.

Irembo has got an organizational structure headed by the Board of Members and the management committee. In fulfilling its mandate of automating government services, Irembo has got a number of stakeholders such as

- the Rwanda Information Society Authority (RISA),
- Ministry of ICT and Innovation,
- Rwanda Development Board (RDB);
- Ministry of Local Government (MINALOC);
- Districts;
- Media companies, etc.

The platform has agents assisting respondents to lodge their applications through the online web portal.

5. Impact of Irembo

5.1.1. Governance impact

With Irembo, citizens have changed their mindset, because they now know that for each little service, they have not to go to their Sector or District, and this helps officials leaders to

- More concentrate on planning and monitoring the institution's activities;
- Comply with the service charter in terms of the number of days it takes to secure the required service;

- Be out of the payment process which took a lot of time and disturbed many other services;
- Improve service delivery in government administration;
- Implement the decentralization policy

5.1.2. Justice impact

- favoritism has dropped in government administration offices
- forms of injustice in service delivery in government administration have been reduced`

5.1.3. Economic impact

- The time spent while looking for public services has been reduced and this allows citizens to have more time for their usual work and to be more productive;
- Using Irembo has encouraged non-corrupt practices in government entities;
- Local government officials have become more accountable to citizens;
- Numerous employment opportunities have been created especially for rural people in Rwanda Telecentre Network (RTN), Business Development Fund (BDF), Mobicash and the national post office totaling to around 4000 agents.

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5.1.4. Social impact

- Citizens' welfare has improved as they have enough time to concentrate on their daily work;
- Mindset change: people know now it is not imperative to meet with the service provide to seek for a service;
- Many people have been computer literacy as their knowledge has grown

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6. Challenges

- Mindset shift where some citizens are resisting the use of ICT or place doubt in electronic documents;
- Congestion of the system whenIrembo receives several applications at once;
- Slow and low internet connectivity and lack of electricity in some rural areas;
- Long distance to access internet and telephone network deficiencies

- English as the language of instructions for many of Irembo applications is perceived as a big challenge as most of the applicants do not master that language;
- lacking capacity and know-how skills in terms of service delivery and good customer care services (for example: clear communication, mastering the requirements for the concerned services citizens are applying for, cost information per category of services, extra charges, unethical behavior or lack of integrity for some agents).

