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ANNUAL REPORT 2016

Bhutan InfoComm and Media Authority
Royal Government of Bhutan
THIMPHU: BHUTAN

TABLE OF CONTENTS

Director General's Foreword.....	v
Vision and Mission	vi
CHAPTER 1: REFLECTION OF THE YEAR 2016	1
1. Change in members of the Authority	1
2. ICT Market Profile	1
3. Building International Linkage	3
4. Civil Service Award.....	4
5. Activities and programmes undertaken by the Authority	5
5.1 Restructuring of the Authority.....	5
5.2 Development of 2.6GHz frequency band plan	7
5.3 Development of Guideline on Community Radio	7
5.4 Amendment of Rules.....	8
5.5 Review of Rules.....	8
5.6 Consultation with the stakeholders.....	9
5.7 Enhancement of regulatory framework and capacity.....	9
5.8 Issuance of license, permits and certificates.....	10
5.9 Registration of Books.....	12
5.10 Accreditation of Ad hoc journalist	12
5.11 Monitoring and Enforcement.....	12
5.12 Complaints handled.....	15
5.13 Human Resource Development.....	15
6. Revenue and Expenditure	20
CHAPTER 2: WAY FORWARD	21
1. Monitoring and Enforcement.....	21
2. Studies and Survey.....	22
3. Development of Rules.....	23
4. Review of Rules.....	23
5. Projects and programmes	24
6. Professional developments.....	24
ANNEXURES.....	25

DIRECTOR GENERAL'S FOREWORD

It is with great pleasure that we present to you the 8th Annual Report of the Authority for the calendar year 2016 with the hope that this report will be informative, interesting and will provide a greater understanding of the work undertaken by the Authority.

We welcomed the year 2016 with renewed zeal and under the organizational development program took on the task of re-organizing ourselves to be able to deliver our services more effectively and in keeping with the global trend of a converged regulator. Towards achieving our target of providing universal access to ICT services, the Authority continued to provide subsidy through the Universal Service Fund (USF) to connect remote and unconnected rural communities. To enhance the quality of service, the Authority embarked on the task of periodically reviewing and analyzing the key performance indicators (KPI) of the two telecom service providers.

In order to streamline and strengthen enforcement and compliance, the Authority continued to review and repeal rules, develop guidelines, institute regular monitoring system and harnessed the collaboration of relevant stakeholders through enforcement of collaborative regulation. In the area of public service delivery, several initiatives were taken to reduce the turn about time in the provision of our service. In everything we do, we recognized that success is founded on partnership and made special efforts in involving our service providers in the formulations of rules and guidelines that govern them.

International collaboration was strengthened through signing of a Memorandum of Understanding (MoU) with the National Broadcasting and Telecommunication Commission (NBTC) of Thailand to boost cooperation between the Authority and the NBTC in the field of spectrum management, broadcast and telecommunications. The Authority also hosted the South Asian Telecommunication Regulator's Council (SATRC) workshop on Spectrum.

The aspirations and actions set in motion this year will set the basis for our way forward and as an organization committed to our core values of innovation, accountability, integrity, teamwork and professionalism; we will strive to achieve the maximum impact with the resources entrusted to us. We will invest in evaluating our work so that we can continue to learn from what we do and to improve further.

Chencho Dorji
DIRECTOR GENERAL

VISION

To be a premier Information, Communications and Media regulatory body.



MISSION

Foster an environment for fair and sustainable competition, stimulate innovation, encourage investment, and ensure that all Bhutanese have access to quality ICT & Media services at affordable prices founded on the principles of Gross National Happiness.

REFLECTION OF THE YEAR 2016

1. Change in members of the Authority

Mr. Tshewang Rinzin, Dzongdag of Thimphu Dzongkhag was appointed as the member of the Authority on 12th July 2016. He replaced Mr. Sonam Wangchuk, Hon'ble Secretary, Ministry of Labour and Human Resources, who resigned as a member of the Authority after serving for more than 2 years.



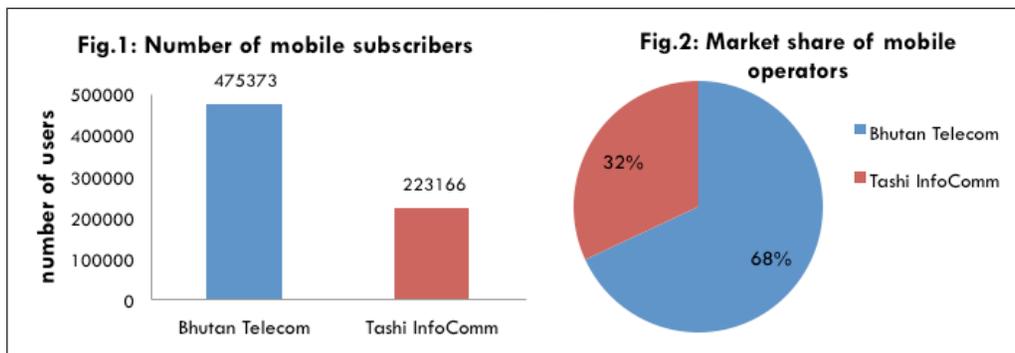
Mr. Phuntsho Wangdi, Hon'ble Secretary of the Ministry of Works and Human Settlement is the current Chairperson of the Authority. The members of the Authority are given in Annexure 1.

2. ICT Market profile

Mobile Subscriber

In 2016, the country saw an unprecedented growth in the communication sector, particularly driven by mobile technology. The mobile sector saw around 3 percent growth in the subscriber base compared to previous year. The mobile penetration rate has increased from 87 percent in 2015 to 89 percent in 2016.

In comparison to 2015, Bhutan Telecom's mobile subscriber base has decreased by 2.2 percent while that of TashiCell's increased by 17.3 percent resulting into a market share of 68 percent for Bhutan Telecom and 32 percent for Tashi InfoComm as shown in Fig. 1 and 2:



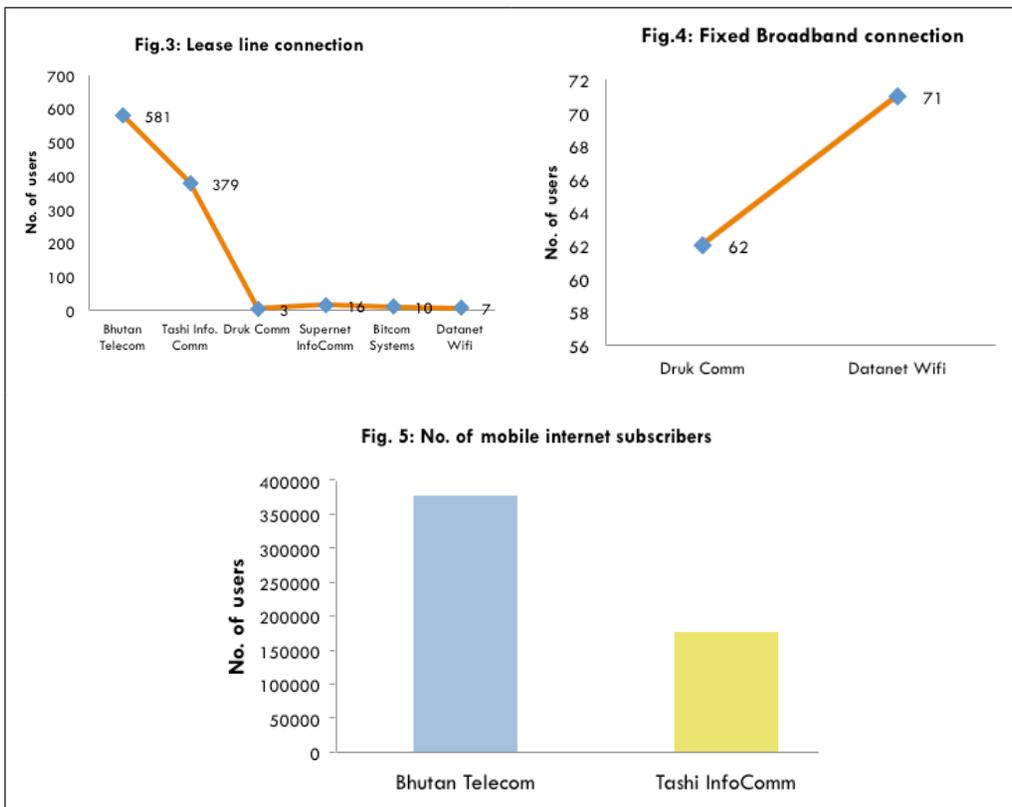
Fixed line

In keeping with past trends, the number of fixed line subscribers declined to a total subscriber of about 21,081 as of December 2016. The Bhutan Telecom is the sole provider of fixed-line service in the country.

Internet Service

With the introduction of mobile broadband services by the two service providers in the country, a significant growth in internet users has been observed.

Besides the two mobile service providers, there are four other service providers licensed by the Authority operating in different regions, mostly catering the lease line and fixed broadband services. The numbers of lease line, fixed broadband connections and mobile internet subscribers as of December, 2016 are as shown in Fig. 3, 4 and 5:



3. Building international linkage



To foster international linkage and partnership with other regional regulators, the Authority signed a Memorandum of Understanding (MoU) with the National Broadcasting and Telecommunications Commission of Thailand (NBTC) on November 14, 2016 in Bangkok, Thailand.

The purpose of the MoU was to strengthen the existing friendly relationship and further boost cooperation and collaboration between the Authority and the NBTC in the field of spectrum management, broadcasting and telecommunications through the exchange of ideas, information, skills and expertise.

4. Civil Service Award

In 2016, three officials of the Authority received Civil Service Award of different categories. Two of the officials were the recipient of the Bronze Medal for successfully rendering 10 years of continuous and committed service to the Royal Government of Bhutan. The other official received the Lifetime Service Achievement Award on successfully completing his career in the service of the Royal Government of Bhutan.



Recipients of Civil Service Award 2016

Mr. Pema Wangchuk, commonly known as Ata, superannuated after rendering 23 years of committed service to the Royal Government of Bhutan. Ata was well known for his simplicity and maturity and he served his entire tenure with full dedication and commitment. The Authority would like to wish him the best of luck and happy and peaceful life ahead.



5. Activities and programmes undertaken by the Authority

The following activities and programmes were carried out in line with the annual work plan of the Authority:

5.1 Restructuring of the Authority

In keeping with the organizational development (OD) initiative of the Royal Civil Service Commission, the Authority took on the task to restructure ourselves into a converged regulator for efficient and effective delivery of our services.

The findings of the OD was shared and endorsed for implementation by the Royal Civil Service Commission (RCSC) in August 2016. The Authority initiated the implementation of the new structure as the Licensing and Compliance Division, Resource Management Division and Content Management Division with effect from September 2016.

As per the recommendations of the OD, the RCSC has also approved the additional posts of two Inspectors and one IT Associate. The post of the Inspector was approved to strengthen the enforcement and compliance of the licensees through conduct of regular monitoring. The IT Associate will be utilized to ensure and promote the Online Licensing system to ensure efficient and effective service delivery to clients particularly in the Dzongkhags/Thromdes.

As per the new structure of the Authority, the roles and the responsibilities of the divisions are as follows:

Licensing and Compliance Division

The Licensing and Compliance Division is responsible for streamlining the licensing process through development of efficient and transparent licensing criteria. This Division issues Licenses related to ICT and Media sector including filming and the places of entertainment and ensure that the grant of such licenses do not eliminate or minimize competition. This Division functions as the “one stop window” to all public service delivery including issuance of licenses.

The other functions of the Division are:

- i. Monitor the licensees for compliance with the provision of the Act, Regulation, Rules and the licensing terms and conditions by the licensees.
- ii. Promote effective competitive and dynamic ICT and Media Service market by suitably regulating the market dominance and ensuring that the principle of level playing field for all licensees serving consumer interest is promoted.
- iii. Determine appropriate tariffs and rates for the licensed services.

- iv. Promote infrastructure sharing and ensure fair, equitable, non-discriminatory interconnection amongst the licensees.
- v. Address and resolve technological issues, inter-service provider disputes and other matters that affect the structure and functioning of the ICT and Media industry.
- vi. Investigate any complaints submitted by users and providers of ICT and Media services and
- vii. Ensure the provision of quality of ICT and Media services by the licensees.

Resource Management Division

The Division is responsible for the administration and the management of resources; the radio frequency, numbering for the telecommunications services and universal service fund. Besides this, the Division also ensures that the radio frequencies assigned to the licensed service providers are safe by periodical monitoring for any interference from other services. They also develop national numbering plan and assign such numbers to the licensed telecommunications providers.

The other functions of the Division are;

- i. Plan, supervise, regulate and manage the use of the radio frequency spectrum through the formulation of frequency allocation table and spectrum band plans as per the National Radio Rules.
- ii. Promote the effective and efficient use of radio spectrum required for the provision of ICT facilities, ICT services and Media services.
- iii. Plan and adopt radio frequency allocation management techniques for their utilization in accordance with international agreements.
- iv. Investigate and resolve all allegations of interference.
- v. Administer and manage Universal Service Fund (USF) and implement universal service programs as per the policy directives of the Royal Government.
- vi. Study new ICT technologies and prepare regulatory strategies
- vii. Develop numbering plan and allocate such numbers efficiently to the licensed service providers and
- viii. Review any rules and regulations related to ICT sector.

Content Management Division

This Division is responsible for media content regulation to ensure that content disseminated in any form of media to the public conforms to the provisions of the Act, Rules and regulations developed for such purposes. The Division reviews all content related to media to protect general public and vulnerable sections of the society from harmful and undesirable content with greater efficiency and effectiveness.

The other functions of the Division are:

- i. To develop Rules, Guidelines and Codes related to Content Management and Regulation.
- ii. To review policy and regulatory tools relating to Content Management and Regulation.
- iii. To ensure that the content of films intended for public exhibition, whether produced within Bhutan or outside, conforms to the Act, rules and regulations.
- iv. To coordinate and facilitate review of films as per established procedures.
- v. To review the content of print and broadcast media as per the rules and regulations in place.
- vi. To ensure that all books and publications intended for sale and distribution in Bhutan conforms to the Act, rules and regulations.

5.2 Development of 2.6GHz frequency band plan

For fair and transparent allocation and assignment of 2.6GHz frequency band for wireless broadband access services and the Multi-channel Multi-point Distribution system (MMDS) services in Bhutan, the Authority developed the band plan. The band plan was finalized after public consultation with all relevant stakeholders including the Ministry of Information and Communication, telecom service providers, internet service providers, broadcasters and cable television operators.

Based on the outcome of the consultation, the Authority adopted the band plan on 15th September 2016.

5.3 Development of Guideline on Community Radio

In accordance with the Section 68 of the Bhutan Information Communications and Media Act 2006, the Authority developed the Guidelines for establishing as well as operating the community radio station. The objective of this guideline is to educate and guide interested individuals wishing to obtain a license to establish and operate a community radio. The guideline also provides information on how to process for license including the preparation of the project proposal as well as the duty and the responsibilities while operating such stations.

5.4 Amendment of Rules

5.4.1 Rules Governing Printing Presses, Books and Newspapers

In order to adapt with the changing trend of the industry and to enhance the effectiveness and efficiency of the regulation, the Authority repealed the Rules Governing Printing Presses, Books and Newspaper and separated these Rules into two different Rules: Rules for Publication and Rules for Printing Presses.

After extensive consultation with the stakeholders, the Authority finalized and subsequently implemented the Rules for Publication in March 2016 and Rules for Printing Presses in August 2016.

5.5 Review of Rules

5.5.1 Rules on Cable Television

In keeping abreast with technological developments in the Cable Television industry to migrate from the analogue system to the digital system, the Authority initiated the review of cable television rules which has been formulated based on the analogue system and did not have any specific provision related to the digital system. The revision of the Rules were undertaken to incorporate the provision of technology neutrality as well as to ensure healthy competition.

The Authority has completed the drafting of the Rules and an initial round of consultation with the relevant stakeholders on 24th November, 2016. The feedback from the consultation was also incorporated and the second draft of the Rules is ready for second round of consultation before submitting to the Members of the Authority for approval.

5.5.2 Rules Governing Places of Entertainment

In view of the inconsistencies and vague criteria encountered during implementation in the Rules Governing Places of Entertainment, the Authority initiated the review of the rules to revise the technical standards, specify the requirements related to safety and hygienic and also clearly mention the functions of the Entertainment Licensing Committee (ELC) in the Dzongkhags and Thromdes.

The revision of the Rules and in-house consultations has been completed. The public consultation of the draft Rules is expected to be carried out sometime in January 2017.

5.6 Consultation with the stakeholders

To build partnerships and involve stakeholders directly in the finalization of relevant rules, the Authority conducted several meetings with the various stakeholders such as representatives of the Association of Private Cable Operators, members of the Bhutan Film Association, and licensees of publication houses and entertainment centers to obtain feedback and make the rules more realistic for implementation in the field.

In addition, the Authority carried out numerous coordination meetings with its implementing partners particularly Dzongkhags and Thromdeys to institute the principle of collaborative regulation for efficient utilization of our resources.



Consultation meeting with the stakeholders

5.7 Enhancement of Regulatory framework and capacity

5.7.1 Development of Regulatory Framework for Satellite Technology

With the increase in use of satellite systems for providing ICT services by our licensed telecom and broadcast service providers, the Authority felt a need to come out with regulatory framework on satellite technology. The current regulatory frameworks do not capture any provision related to the licensing, usage and operation of satellite technology and services.

Therefore, in order to develop regulatory tools and frameworks as well as to enhance the professional capacity of the Authority, the Authority carried out an assessment of satellite services usage in Bhutan. The Consultant reviewed

existing Acts, Rules, Guidelines and standards and also carried out consultation with the relevant stakeholders. A comprehensive report outlining the current drawbacks in the regulation of satellite services in the country along with recommendations was submitted, which would assist the Authority to develop regulatory frameworks based on international best practices.

5.7.2 Procurement of Portable Spectrum Analyzer

The present monitoring equipments of the Authority has only the capacity to monitor the frequency usage up to 3GHz. Since most of the ICT facilities and services are operating beyond this frequency, the Authority procured a portable Spectrum Analyzer from Key Sight Technology Private Limited, in Singapore.

This monitoring equipment is capable of monitoring the radio frequency usage from 10 KHz to 20 GHz range where radio applications such as high frequency communications, land mobile, cellular mobile, microwave backhaul, aeronautical radio communication, FM radio and TV transmissions can be monitored.

As a part of capacity building of Authority's officials in the field of spectrum monitoring, the equipment supplier (Key Sight Pvt. Ltd) also provided three days intensive in-house training on equipment usage and field monitoring.

5.7.3 Review of Quality of Mobile Service

To ensure the quality of service provided by the two service providers, the Authority carried and completed the review of the Key Performance Indicators (KPI) based on call drop rate for both voice and data (internet). This review was carried out based on the data submitted by the two service providers for a period of five months starting April to August 2016.

The finding of this review was presented to the Management of the Authority. The final report is expected to be published by beginning of 2017. The Authority will henceforth continue to monitor the KPI of the two service providers regularly on a monthly basis.

5.8 Issuance of License, Permits and Certificates

5.8.1 License

In 2016, a total of 161 licenses of various categories were issued as shown in the Table 1. The details of the licensees can be found in the Annexure 2 to 16 of this report.

Sl. No.	Type of License	No. of License issued
1	Radiocommunication license	14
2	Cable TV license	9
3	ISP license	1
4	ICT Type Approval Equipment Certificate	11
5	Book Publishing House license	2
6	Individual Publishing license	37
7	Printing Press license	1
8	Drayang	3
9	Discotheque	3
10	Karaoke/Live Music	24
11	Performing Troupe	2
12	Video Game	12
13	Snooker	36
14	Cinema Hall	3
15	Community Radio	3

Table 1: Number of License issued by the Authority in 2016

5.8.2 Permits

The Authority also issued the following permits pertaining to ICT and media sector including filming and entertainment.

i. Entertainment permit

In 2016, the following four entertainment permits for conducting television reality shows were issued:

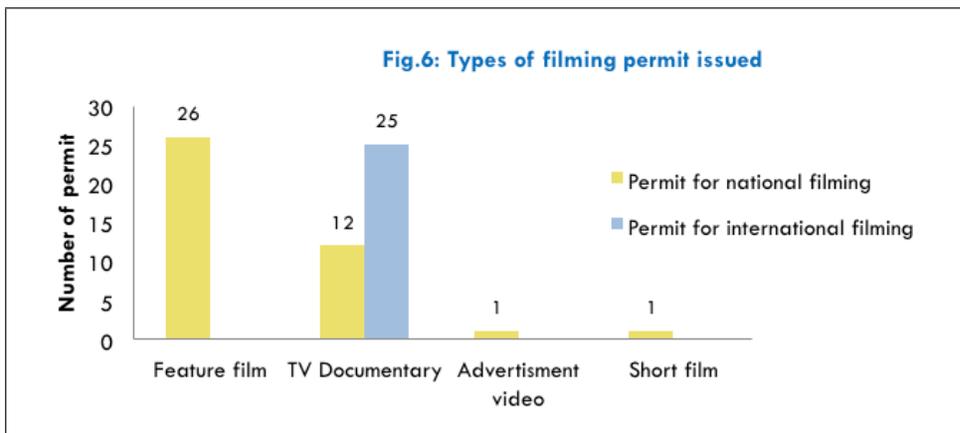
- a. Druk Superstar Season 5
- b. Druk Gi Kalapingka
- c. Druk Gi Phamai Sungki Dendur
- d. Druk Superstar Season 6

ii. VSAT permit

The Authority renewed four Very Small Aperture Terminal (VSAT) permit. The VSAT is a wireless, satellite based system that can support organizations and businesses, with dispersed offices and remote sites to have internal telecommunications (voice and data) connectivity. The detail of VSAT permit is given in Annexure 17.

iii. Filming permit

A total of 65 permits, both to nationals and international firms/individuals, were issued to shoot films within the country as shown in Fig. 6. Filming permits issued includes both documentary and feature films. The details of the filming permits are presented in Annexure 18 and Annexure 19.



5.8.3 Film Certificate

Thirty national feature films were reviewed and certified for public exhibition in the country. Besides feature films, the Authority also reviewed and approved eleven documentary films. The details of these films are included in Annexure 20 and Annexure 21.

5.9 Registration of Books

The Authority registered 423 local books and 5557 international books for sale and distribution within the country.

5.10 Accreditation of journalist

The Authority issued 60 journalists accreditation cards to the foreign journalists who visited Bhutan to capture stories of different events.

5.11 Monitoring and Enforcement

In order to strengthen its regulatory role through better enforcement and compliance, the Authority undertook following monitoring and enforcement activities:

5.11.1 Monitoring of the Rural Communication Programme Phase IV

To monitor the implementation of 4th phase Rural Communication Programme, awarded to the two licensed service providers (Bhutan Telecom and Tashi InfoComm) in 2015, the Authority carried out the verification of the works carried out in 13 villages which were connected with mobile communication service as shown in Table 2.

Sl. No	No. of villages	Dzongkhags	Service Provided by
1	7	Thimphu and Paro	Bhutan Telecom
2	6	Thimphu and Gasa	Tashi InfoComm

Table 2: Number of villages assessed for mobile connectivity

As of 31st December, 2016, Bhutan Telecom has completed connecting all 31 villages while the Tashi InfoComm has completed only in 6 villages out of 32 villages. The Tashi InfoComm is scheduled to complete the connectivity by February 2017.

The field verification assessment for 4th phase is expected to be completed at the end of first quarter of 2017.



5.11.2 Seizure of unauthorised antenna

As a part of the follow up activity on unauthorised installation of antenna for availing internet services from across the border in Phuentsholing, the team from the Authority carried out surprise inspections after obtaining a court warrant. In total, the Authority seized 14 numbers of illegal equipments and issued cautionary notice to the users.



Uninstalling unauthorised antennas by the inspection team

5.11.3 Possession and sale of illegal Radiocommunication equipment

The Authority on being informed that an individual was distributing Radiocommunication equipment without having obtained a license from the Authority, a team from the Authority, in collaboration with RBP and RRCO of Phuentsholing, conducted a surprise inspection in the premises of the supplier.

During the inspection, it was established that the DTH recharging services was provided to the clients but the search could not establish the distribution of DTH system as such systems were not kept in stock within the premises. However, the individual admitted to having supplied a single system to a person in Tsirang. Based on the findings of the inspection, the individual signed a legal undertaking to refrain from providing such services. The Authority also issued a cautionary notice to the individual.

5.11.4 Compliance monitoring of licensees

The Authority carried out periodic monitoring to ensure that all licensees adhere to the provision of rules and licensing terms and conditions. Based on the findings of such monitoring, the Authority took regulatory actions against the defaulters (licensees) ranging from issuance of cautionary notice to suspension and cancellation of licenses. The regulatory actions taken against the defaulters are in Table 3:

Type of licensees	Late Renewal Penalty imposed	Penalty imposed on non-compliance to licensing terms & conditions	Suspension of license	Cancellation of license
Publishing House	2	1	1	0
Cinema Hall	1	0	0	1
Discotheque	5	1	1	1
Drayang	7	0	1	0
Karaoke	9	5	2	3
Performing Troupe	0	0	0	1
Cable TV	20	1	0	0
FM Radio	1	0	0	0
Snooker	10	0	1	13
Videogame	8	0	0	3
Total	63	8	6	22

Table 3: Regulatory actions taken by the Authority

5.12 Complaints handled

As of 31st December 2016, the Authority received and resolved a total of 7 complaints as given in Table 4 below. The details on the complaints are provided in Annexure 22.

Sl. No	Nature of Complaint	Numbers
1.	Consumer Protection	2
2.	Frequency Interference	2
3.	Complaint against Licensees	3

Table 4: Regulatory actions taken by the Authority

5.13 Human Resource Development

5.13.1 Recruitment, appointment and movement of staffs

In 2016, four officials joined the Authority in different capacities as shown below:

Sl. No	Name	Designation	Remarks
1	Karma	Asst. Human Resource Officer	Replacement of HRO
2	Phurba Tamang	Asst. Inspector	New recruitment (on annual contract)
3	Ugyen Dorji	Driver	Lateral transfer from MoHCA (replacement)
4	Dorji Needup	Messenger	Replacement of messenger

Table 5: List of New Officials

The Authority also bade farewell to the following four officials:

Sl. No	Name	Designation	Remarks
1	Tenzin Dorji	Deputy Chief Communication Officer	Transferred to BSB as Chief Communication Officer
2	Gangaram Ghimerey	Sr. Communication Officer	Transferred to RCSC
3	Chador Wangmo	Human Resource Officer	Transferred to TCB
4	Pema Wangchuk	Messenger	Superannuated

Table 6: List of Officials who left the Authority

5.13.2 Chairman of the SATRC Working Group

During the 17th Meeting of the South Asia Telecommunications Regulators’ Council (SATRC) held in Dhaka, Bangladesh, the Chief of the Licensing and Compliance Division has been re-appointed as the Chairman of the working group on Regulation, Policy and Services for a further period of two years.

5.13.3 Capacity development of staffs

To keep abreast with the changing landscape of ICT and media sector, the Authority recognizes the importance of enhancing knowledge and skills of the employees to adapt to such changes. For this purpose, the Authority carried out number of capacity development programmes as highlighted below:

In-house Training Programme

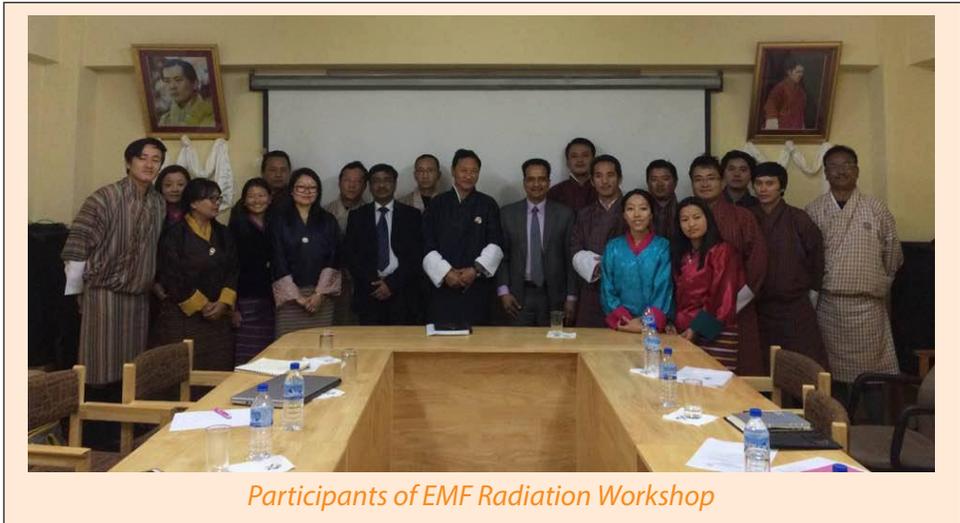
During the meeting of the Management, it was decided that the Chiefs of the Division will provide in-house training on different regulatory subjects to the staffs of the Authority. Two such in-house programmes on spectrum management and telecommunication regulation were conducted.



Glimpses of in-house training programmes

Training on “Measurement of Electro Magnetic Field (EMF) Radiation”

Besides theoretical knowledge sharing, an in-house practical training on “Measurement of EMF Radiation” was conducted by the Authority in collaboration with International Telecommunication Union (ITU).



ITU training on “Developing the ICT ecosystem to harness Internet-of-Things”

In order to understand the emerging issues related to Internet of Things, a team from the Authority attended an ITU training programme on “Developing the ICT ecosystem to harness Internet-of-Things” from 13 to 15 December, 2016 at Bangkok, Thailand.



Capacity Development under World Bank Project

In order to enhance the knowledge and skills related to ICT and media regulation, the Authority through the World Bank Project identified important programmes and trainings for its staffs. The main objective of such programme is to give opportunity to the mid-level officers to gain exposure and the necessary regulatory skills.

The following three capacity development programmes were carried out:

- Training on Accounting Separation at Telecom Regulatory Authority of India.
- Seminar on APT Wireless Group, Chiangmai, Thailand.
- Training on ICT Regulation and Content Management, MCMC, Malaysia.



5.13.4 SATRC Spectrum Workshop

The Authority hosted the South Asian Telecommunication Regulator's Council (SATRC) workshop on Spectrum from 19th to 21st April 2016 at Paro. This workshop was attended by fifty participants including ICT policy makers, telecommunication regulators and industries from SATRC member countries and 8 associate members from Japan, Thailand, South Korea, Singapore, China and industries such as Axiata, Qualcomm and GSMA.

The workshop was organized by Asia Pacific Telecommunity (APT) to assist the members of the SATRC countries for enhancing their capacity development in the field of spectrum management and also to provide a platform for exchange of views and experiences amongst the member countries.

The workshop discussed on a number of issues in the areas of spectrum management such as requirement of spectrum for mobile broadband, spectrum re-farming, non-ionizing radiation safety in the frequency bands used for mobile phones, spectrum sharing and other related topics.



6. Revenue and Expenditure

6.1 Revenue

During the fiscal year 2015-2016, the Authority generated and deposited revenue of Nu. 14.16 million into the Royal Government Revenue (RGR) account.

Table 7 shows the amount of revenue collected from the following licensees in the fiscal year 2015-2016:

Revenue Head	Amount Collected	Source of Revenue
RGR	Nu. 13,937,069 (License fees) Nu. 223,752 (Penalties)	ISP License
		ICT Type approval
		Radio License fee
		Amateur License fee
		Cable TV
		Publishing License fee
		Printing Press License fee
		Registration of Books fee
		Broadcasting (Radio Station) fee
		Entertainment License fee
		Entertainment Permit fee

Table 7: Revenue generated by the Authority

6.2 Expenditures

The approved budget for the fiscal year 2015-16 was 212.1 million. This includes budget utilization from the USF for the universal service programme of the RGoB. The breakdown of approved budget and expenditure till the end of June 2016 is provided in Table 8:

Sl. No	Budget Type	Budget amount (Nu. in millions)	Expenditure amount (Nu. in millions)
1	Current (RGoB)	19,235,000	16,973,529.94
2	Capital (RGoB)	4,081,000	3,935,318.14
3	Current (USF)	240,000	65,000
4	Capital (USF)	188,818,000	150,020,262
	Total	212,134,000	170,994,110.08

Table 8: Expenditures account of the Authority

In order to achieve and fulfill the commitment of the Authority towards 11th Five Year Plan, the following plans and programmes has been prioritized for the year 2017:

1. Monitoring and Enforcement

1.1 Establishment of monitoring room

In order to monitor the content of the media services provided by the broadcast and print media, the Authority plans to establish a well-equipped monitoring room. This establishment would contribute towards enforcing and compliance of Rules on Content and licensing terms and conditions by the service providers.

1.2 Strengthening of monitoring and enforcement through collaborative regulation

Since the Authority has its presence only in Thimphu and with its licensees spread all over the country, the Authority faces immense monitoring and enforcement challenges. In order to overcome this difficulties and challenges, the Authority plans to implement collaborative regulation with support from Local Administration (Dzongkhag/Thromdey).

1.3 Periodic monitoring

To ensure compliance by the respective licensees, the Authority will carry out periodic monitoring of the licensees in terms of their compliance to the Act, regulations and rules and other licensing terms and conditions.

1.4 Enhance monitoring of spectrum management infrastructure

One of the main constraints faced by the Authority is its capacity to enhance the current spectrum management infrastructure. The current infrastructure is old and out-dated and requires immediate enhancement to cope with the technology development.

The Authority plans to improve monitoring infrastructure at Tsirang monitoring station and also explore possibilities to procure a mobile monitoring van.

2. *Studies and Survey*

2.1 *CaTV survey*

As part of an annual programme for determining the customer subscriber base of individual licensed Cable TV service provider, the Authority plans to carry out survey in Thimphu, Paro, Punakha and Wangduephodrang in the first quarter of 2017.

2.2 *Assessment of Rural Communication Programmes and its Socio-Economic impact*

Till date, as per the directive of the RGOB, the Authority has implemented three phases of the Rural Communication Programmes (RCP) to connect the unconnected villages in the remote and uneconomical areas through subsidy from the Universal Service Fund (USF). A total sum of Ngultrum 455.776 Million has been provided as subsidy to two licensed mobile service providers for connecting 649 villages under 113 Geogs in 20 Dzongkhags.

However, the Authority has never carried out an independent study to understand its socio-economic impact including technological impact to the users. For this purpose, the Authority plans to carry out a comprehensive study to assess the impact of the 3 phases of the project implemented so far. The study would look into mobile coverage status including the quality of service experienced by the users, status of established structures and their operability & functionality, the experiences of the service providers and recommendation including way forward for carrying out future universal service development programs based on best practices.

2.3 *Study on Child Online Protection*

With the growing issues surrounding online safety and cyber security, the Authority plans to conduct a study related to Child Online Protection to protect the young and most vulnerable digital citizens (children) from harmful and undesirable online content. The study will be aimed at ensuring safer and more secure cyber world for future generations.

The study would be carried out through desk studies on regulations and guidelines pertaining to Child Online Protection carried out by different global and regional organizations including countries. Besides, the study would also focus on the current scenario of child protection in the country including identification of the policies and regulatory gap. Based on these reviews, a comprehensive way forward report will be prepared based on local relevance and international best practices.

2.4 Study on the Quality of Mobile Service

The Authority plans to publish the findings on the performance of the quality of mobile service based on the Key Performance Indicators (KPI) for five months (April to August 2016) by January 2017 and subsequently the monthly findings on regular basis starting September 2016.

The Authority will continue to review the performance of the mobile quality of service and accordingly publish the findings.

3. Development of Rules

3.1 Rules on Accounting Separation

As per Section 27.3 (h) of the Act, the Authority is required to ensure the proper maintenance of Accounting System by the licensed ICT system and media service providers for healthy competition. For this purpose, the Authority plans to develop Rules on Accounting Separation.

4. Review of Rules

4.1 Amend National Radio Rules

The World Radiocommunication Conference 2015 (WRC-15) deliberated and revised the Radio Regulations, the international treaty governing the use of radio-frequency spectrum and satellite orbits. Based on the outcome of this conference, the national regulatory bodies are required to revise their National Radio Rules.

The Authority therefore intends to review the current National Radio Rules 2011 to accommodate the resolution of the WRC 15.

4.2 Review Rules on Content

The current Rule on Content was prepared in 2009 and focuses mostly on the content related to filming and missed other crucial media content aspects resulting in difficulties while enforcing the Rules. In order to be able to monitor effectively the media content in view of the changing landscape of ICT and Media sector, the Authority plans to review Rules on Content.

4.3 Review of Telecommunications Numbering Plan

The National Telecommunication Numbering Plan was prepared in 2001 purely looking in to the traditional mode of providing communication services. With the rapid change in telecommunications technology leading to the convergence of telecommunications, broadcasting and media services including the emergence of Internet of Things (IoT), there is a need to review the current numbering plan to adapt to such changes. Therefore, the Authority will carry out the review and amendment of the National Numbering Plan in 2017.

5. Projects and programmes

5.1 School and Health Center Internet Connectivity

As per the directive of the Royal Government of Bhutan conveyed through the MoIC, the Authority will prepare plans to connect 44 schools and 29 health centres with internet services through the use of USF. This programme will provide a minimum of 1 Mbps internet lease line to the identified schools and health centres along with Local Area Network (LAN) and wireless access. The project is estimated to cost Nu. 56.1 millions, and the work will be awarded to the two licensed service providers through an open tendering process.

6. Professional development

To keep up with the technological advancement and changing regulatory environment, the Authority plans to continue with the capacity development programmes for its staffs through the use of its internal fund or by seeking technical support from the international agencies.

ANNEXURES

Annexure 1: Members of the Authority

Sl. No	Name	Organization	Designation	Date of appointment	Remarks
1	Mr. Phuntsho Wangdi	Ministry of Works and Human Settlement	Secretary	8 th February 2014	Chairperson
2	Mr. Kuenga Tshering	Department of Traditional Medicine Services	Director General	10 th January 2014	Member
3	Mr. Tshewang Rinzin	Thimphu Dzongkhag	Dzongdag	12 th July 2016	Member
4.	Ms. Doma Tshering	Department of Multi-lateral Affairs, Ministry of Foreign Affairs	Director	10 th January 2014	Member
5	Ms. Singye Wangmo	Information and Communication Services, Ministry of Agriculture and Forest	Program Director	10 th January 2014	Member
6	Mr. Chencho Dorji	Bhutan InfoComm and Media Authority	Director General	17 th August 2015	Member Secretary

Annexure 2: List of Radiocommunication License issued in 2016.

Sl. No	Name of the Licensee	License no:	Area of operation	Issuance date
1	Dep. Forests & Park Services	502000279	Thimphu	06/10/2016
2	NEC Secretariat	502000280	Thimphu	28/09/2016
3	Department of Road, S/Jongkhar	502000281	DoR, Regional office, SJ	26/10/2016
4	Singye Group of Companies Ltd	502000283	Logchina (Pling)	26/12/2016
5	Jigme Khesar Strict Nature Reserve	502000285	Haa	17/10/2016
6	Jigme Wangchuk Power Training Inst	502000300	Gelephu	15/11/2016

7	Nima Lotey Fiber Services	502000001	Thimphu, Paro, T/gang, Trongsa, P/gathsel	13/12/2016
8	Department of Agriculture & Forests	502000002	T/gang & Trashiyangtse	12/12/2016
9	Dzong Conservation Project	502000003	P/gatshel	16/11/2016
10	M/s Gaserling Enterprise	502000009	Thimphu	31/08/2016
11	DHI Infra	502000077	Thimphu	29/07/2016
12	Namsey Tours & Treks	502000144	Thimphu	06/09/2016
13	Jai Prakash Associates	502000147	Bajo	08/12/2016
14	Kurichhu Hydro Power Plant	502000184	Gyalposhing	28/05/2016

Annexure 3: List of Cable TV licenses issued in 2016

Sl. No	Name of Cable TV service	License No.	Area of Operation	License issued on
1	M/s Dogar Cable Service	603000003	Dawakha Village, (Dogar Gewog) Paro	04/12/2016
2	M/s Norla Cable Service	603000005	Samkhar & Suray village (Jigmecholing Gewog), Sarpang	18/05/2016
3	M/s Sheja Rabsel Cable Service	603000040	Langthel Gewog, Trongsa	22/07/2016
4	M/s Yarketh Cable Service	603000042	Yangneer Gewog, Trashigang	03/08/2016
5	M/s Kiran Cable Service	603000044	Naja Gewog, Paro	09/09/2016
6	M/s Tangbi Cable Service	603000046	Tangsibji Gewog, Trongsa	23/12/2016
7	M/s Tentsho Cable Service	603000079	Zomlithang, Pematthang, Lekithang, Gelephu	07/01/2016
8	M/s Techno Cable Service	603000082	Gelephu Throm	23/06/2016
9	M/s DrukCom Digital Cable Service	603000083	Thimphu Thromde	08/06/2016

Annexure 4: List of ISP license issued

Sl No	Name of the ISP	Name of the owner	Location	Issued on
1	Supernet	Tashi Tobgay	Phuentsholing	03/07/2016

Annexure 5: List of Type Approval Equipment Certificate issued

Sl. No	Company	License No.	Issued on
1	M/s Uniqs Enterprise & Consultancy	651000001	04/05/2016
2	M/s Geserling Enterprise	651000002	14/04/2016
3	TCD Traders	651000003	05/04/2016
4	Ugen Trading House	651000004	05/09/2016
5	Dot Com Enterprise	651000005	24/05/2016
6	Ugen Trading House	651000006	25/05/2016
7	Bajra Trading	651000007	07/12/2016
8	Geseling Enterprise	651000008	07/12/2016
9	Geseling Enterprise	651000009	09/02/2016
10	Changlo Chen Enterprise	6510000010	19/09/2016
11	Jachung Security Services Pvt. Ltd	6510000011	23/12/2016

Annexure 6: List of Book Publishing House licenses issued

Sl. No	License	Date of Issue	Location
1	DSB	21/07/2016	Thimphu
2	Heruka Publication	24/02/2016	Thimphu

Annexure 7: List of Individual Publishing license issued

Sl. No.	Name of the license holder	License number	Date of issue
1	Lekey Dorji	3040000055	15/01/2016
2	Geeti Yaganegi	3040000056	03/03/2016
3	Tshering Norbu	3040000057	14/04/2016
4	Pema Euden	3040000058	20/04/2016
5	Pema Gyaltshe	3040000059	22/04/2016
6	Karma Yeshey	3040000060	29/04/2016
7	Dorji Wangdi	3040000061	28/04/2016
8	Phub Gyem	3040000062	19/05/2016
9	Kelsang Drayang	3040000063	23/05/2016
10	Prem Lal Bhattari	3040000064	02/06/2016
11	Taklung Tak Lungpai Chachen	3040000065	07/06/2016
12	Yonten Nidup	3040000066	13/06/2016

13	Tshering Norbu	3040000057	14/04/2016
14	Pema Euden	3040000058	20/04/2016
15	Pema Gyaltshen	3040000059	22/04/2016
16	Karma Yeshey	3040000060	28/04/2016
17	Dorji Wangdi	3040000061	28/04/2016
18	Phub Gyem	3040000062	19/05/2016
19	Gyalchi Sarshog	3040000063	23/05/2016
20	Prem Lal Bhattari	3040000064	02/06/2016
21	Taklung Wosel Jeweiling Monsatry	3040000065	07/06/2016
22	Yonten Nidup	3040000066	13/06/2016
23	Rinchen namgyal	3040000067	29/06/2016
24	Phrumsengla National Park	3040000068	07/07/2016
25	Phrumsengla National Park	3040000069	07/07/2016
26	Krishna Kumar Khati	3040000070	07/07/2016
27	College of Language and Culture Studies	3040000071	15/07/2016
28	Sonam Choden Dorji	3040000072	20/07/2016
29	Sangay Wangchuk	3040000073	21/07/2016
30	Geeti Yaganegi	3040000074	21/07/2016
31	Sonam Dorji	3040000075	10/08/2016
32	Royal Textile Academy	3040000076	23/08/2016
33	Royal Textile Academy	3040000077	16/09/2016
34	Pushpa Chhetri	3040000078	26/09/2016
35	Royal Textile Academy	3040000079	27/09/2016
36	National Biodiversity Centre	3040000080	03/11/2016
37	Cheki Dorji	3040000081	04/11/2016

Annexure 8: List of Printing Press license issued

Sl. No	Printing Press	Category	Location	Date of issue
1	Omm Printing press	Small	Phuentsholing	15/09/2016

Annexure 9: List of Drayang license issued

Sl. No.	Name of the Drayang	Location	Issue Date
1	Tsheringmaa Trophel Drayang	Samdrup Jongkhar Throm	25/02/2016
2	Menjong Drayang	Tshongdu, Paro	27/10/2016
3	Tshering Drayang	Khasadrapchu, Thimphu	26/09/2016

Annexure 10: List of Discotheque license issued

Sl. No	Name of the discotheque	Location	Issue Date
1	Dhu-Jor-Bumpa (Club Aqua)	Trongsa Choe-Throm, Trongsa	01/12/2016
2	Khamsa Club	Nemjo, Paro	10/04/2016
3	Gawan Discotheque	Paro town, Paro	20/10/2016

Annexure 11: List of Karaoke/Live Music license issued

Sl No.	Name of the Karaoke/Live Music	Location	Issue Date
1	Kunzang Karaoke	Lobesa, Punakha	21/01/2016
2	Chang Live Music	Changlam, Thimphu	29/02/2016
3	Ja-Druk Karaoke	Gelephu Throm, Sarpang	25/02/2016
4	Dawa Yoezar Karaoke	Gyelposhing, Mongar	29/03/2016
5	Hungza Karaoke	Mongar town	24/05/2016
6	Zumtrul Karaoke	Norzin Lam, Thimphu town	23/05/2016
7	ST Karaoke	Norkhil Lam, Phuntsholing	05/09/2016
8	Ta Karp Karaoke	Olakha, Thimphu	04/11/2016
9	Tshangyang Karaoke	Chang Lam Plaza, Thimphu	05/12/2016
10	Bumdeling Karaoke	Haa town, Haa	17/06/2016
11	Bir Karaoke	Deki Lam, Phuentsholing	07/01/2016
12	Suchit Karaoke	Norgay Lam, Phuentsholing town	08/10/2016
13	Chencho Karaoke	Paro Town, Paro	25/10/2016
14	Sonam Karaoke	Phuentsholing town	25/08/2016
15	Green Gragon Karaoke	Norzin Lam, Thimphu town	28/10/2016
16	Charzhi Kha (Plan B)	Chang Jalu, Thimphu	26/09/2016
17	Zuhi Karaoke	Paro Town	27/09/2016
18	L.Tshering Karaoke	Daga Throm, Dagana	27/09/2016
19	Samsara Pub	Changlam, Thimphu town	26/09/2016
20	Kuentro Karaoke	Bajo Town, Wangdue	10/10/2016
21	Jojo's Karaoke	Damphu town	15/11/2016
22	Dheu Zhing Kepai Karaoke	Phuentsholing town	28/11/2016
23	S.K Karaoke	Gelephu Town	12/05/2016
24	RA-YANG Karaoke	Damphu Town, Tsirang	14/12/2016

Annexure 12: List of Performing Troupe license issued

Sl. No	Name of Performing Troupe	Location	Date of issue
1	Mendrel Luyang	Jangsa, Paro	16.08.2016

Annexure 13: List of Video game license issued

Sl. No	Name of Videogame license	Location	Date of Issue
1	D.G Video Game	Babesa, Thimphu	26.02.2016
2	D.G Game Zone	Changzamtog, Thimphu	16.06.2016
3	Yangden Game Zone	Changangkha, Thimphu	20.06.2016
4	Jetsuen's Playstation	Babesa, Thimphu	23.08.2016
5	Tsirang Game Zone	Tsirang	24.11.2016
6	JP Playstation	Tashicholing, Samtse	13.06.2016
7	Sarnash video Game	Samtse	27.12.2016
8	Mutanchi Video Game	Pelkhil Lam, Phuentsholing	06.06.2016
9	KPD Game Zone	Phuentsholing	15.12.2016
10	Puenchhas Game Zone	Kanglung, Trashigang	14.07.2016
11	KW Game Zone	Wamrong, Trashigang	19.12.2016
12	Wangchuk game Zone	Gelephu	28.03.2016

Annexure 14: List of Snooker license issued

Sl. No	Name of Snooker	Location	Date of issue
1	Ap Karsel Snooker	Khoraypam, Pemagatshel	26.02.2016
2	Gongphel Snooker	Paro Town	21.01.2016
3	Samgyel Snooker	Paro Tshongdue, Paro	26.02.2016
4	Pema Snooker	Paro Town	12.05.2016
5	Bidha Snooker	Paro	07.09.2016
6	Dhejung Snooker	Bondey, Paro	08.09.2016
7	Nima Dawa Karma Snooker	Paro Town	12.09.2016
8	KK Snooker	Dechencholing, Thimphu	15.03.2016
9	Nado Snooker	Chubachu, Thimphu	18.03.2016
10	RYG Snooker	Olakha, Thimphu	26.05.2016
11	Yangki Snooker	Norzin lam, Thimphu	13.06.2016
12	Jabla Snooker	Changzamtog Ring Road, Thimphu	21.06.2016
13	Tshalumaphay Snooker	Semtokha, Thimphu	24.06.2016
14	Druzin Snooker	City bus parking, Thimphu	01.07.2016
15	Jigme Namgyal Snooker	Khasadrapchu, Thimphu	29.07.2016
16	KD Snooker	Changzamtok, Thimphu	19.08.2016

17	Sangay Wangmoo Snooker	Dechencholing, Thimphu	08.12.2016
18	Druk Snooker	Bajo, Wangduephodrang	03.02.2016
19	K.Y Snooker	Bajo, Wangduephodrang	03.03.2016
20	Shenga Snooker	Chamkhar Town, Bumthang	06.06.2016
21	Zomsho Snooker	Chamkhar Town, Bumthang	22.07.2016
22	Kencho Snooker	Trongsa	25.03.2016
23	Tashi Yangcha Snooker	Langthel, Trongsa	05.04.2016
24	Gurung Snooker	Belpotang, Samtse	07.04.2016
25	Nalboo Snooker	Sipsoo, Samtse	17.05.2016
26	SS Snooker	Belpothang, Samtse	13.06.2016
27	Rabtsekhang Snooker	Lobesa, Punakha	31.05.2016
28	Tee Dee Snooker	Dewathang, Samdrup Jongkhar	06.07.2016
29	Tshering Snooker	Tala, Rinchentse, Chukha	25.03.2016
30	Ngawang Snooker	Damphu Town, Tsirang	16.11.2016
31	Star Snooker	Gelephu, Sarpang	25.05.2016
32	Yang Yang Snooker	Jigmeling, Sarpang	24.11.2016
33	Nima Dorji Snooker	Panbang town, Zhemgang	25.03.2016
34	Ngawang Khamsum Snooker	Phaling Town, Lhuentse	10.08.2016
35	Namgay Snooker	Mongar Town	29.07.2016
36	Tshering Jamtsho Snooker	Lingmethang, Mongar	08.09.2016

Annexure 15: List of Cinema Hall license issued

Sl No.	Name of the Cinema Hall	Location	Issue Date
1	Kawajangsa 5D Theater	Kawajangsa, Thimphu	19/02/2016
2	Mig Cinema	Gatoen Lam, Phuentsholing town	04/08/2016
3	Teunjung Yeenang	Haa	14/04/2016

Annexure 16: List of Community Radio license issued

Sl. No	Name of Community Radio	Coverage
1	Khothakpa Community Radio (READ)	Khotakpa village, Pemagatshel
2	Edi Community Radio (Tarayana)	Dechen Pelri village, Sarpang
3	Lhop Community Radio (Tarayana)	Lotokuchu village, Samtse

Annexure 17: List of VSAT permit issued

Sl. No	Name of the organization	Location
1	WHO Country Office	Thimphu
2	Druk Punjab National Bank	Thimphu
3	SITA	Thimphu
4	Embassy of India	Thimphu

Annexure 18: List of national filming permit issued

Sl. No	Name of the Film	Production House	Type of Film	Date of issue
1	Kepi Khatse- A Man's Promising Word	Norjen Entertainment	Feature film	09.06.2016
2	Nye Namgay	CST College	Feature film	14.04.2016
3	Dharma	Leo Entertainment	Feature film	18.01.2016
4	Choello Dorji	Dawa Yangsel Production	Feature film	04.01.2016
5	Phorb Kharey- The Broken Cup	Future Film	Feature film	13.05.2016
6	Goedro Maju	Drukpa Entertainment	Feature film	13.05.2016
7	Mitsey Droduel- The Journey of Life	Paro College of Education	Feature film	07.06.2016
8	Ling Gesser	AK Films	Feature film	31.05.2016
9	Serga Mathang	Thuktro Productions	Feature film	28.04.2016
10	Thung Thung Karmo	Etho Metho Pictures	Feature film	20.04.2016
11	Lay Judrey- Finding Phurba Thinley	Wisdom Pictures	Feature film	18.01.2016
12	Chhag Tselo	Nyingyel Production	Feature film	15.03.2016
13	Ya Del- The Divorce	Zhenphen Yongdrup Studio	Feature film	01.03.2016
14	Ser Zam Gang- Pot of Gold	Tshomen Production	Feature film	09.03.2016
15	Sharchog Bomdila	Spiritual Happiness Films	Feature film	29.01.2016
16	Drakcin Gyalmo- The Jungle Queen	Dhenpel Production	Feature film	24.06.2016
17	Gang Dang Jamtsho- Mountains to Ocean	Kushuthara Entertainment	Feature film	24.06.2016
18	Ham Chaywi Zamling- In a Defiled World	Chundu Pictures	Feature film	06.07.2016

19	My Bhutan	My Bhutan Productions	Advertisement video	11.07.2016
20	Woklung- The Gas Man	Tara Pictures	Feature film	19.07.2016
21	Lekzin	Norling Drayang Productions	Feature film	21.07.2016
22	Gaylong Sumdhar Tashi	Vision Studio	Feature film	01.08.2016
23	The Sound of Silence	Discovery Himalayas	Feature film	04.08.2016
24	Bardo namshey	Choeyang Entertainment	Feature film	19.08.2016
25	Dangphu Dingphu	Tsheringma Production	Feature film	19.08.2016
26	Song of Silence	Dakinny Productions	TV Documentary	27.09.2016
27	The next move	Dakinny Productions	TV Documentary	27.09.2016
28	Meto & Takila Girls	Dakinny Productions	TV Documentary	27.09.2016
29	The Curse	Dakinny Productions	TV Documentary	27.09.2016
30	Pawo-The Hero Among Us and Separate	Dakinny Productions	TV Documentary	27.09.2016
31	Songs of the Third King's Court	Dakinny Productions	TV Documentary	27.09.2016
32	Dawn and Dusk	Dakinny Productions	TV Documentary	27.09.2016
33	Hope for Youth	Dakinny Productions	TV Documentary	27.09.2016
34	Monk in the Forest	Dakinny Productions	TV Documentary	27.09.2016
35	Songs about Home and Home Alone	Dakinny Productions	TV Documentary	27.09.2016
36	The call	Project Bhutan Entertainment	Feature film	05/10/2016
37	Samba	Effect entertainment	Short film	03/11/2016
38	Documentary on EU funded GCCA	Cosmic Craft	TV Documentary	15/12/2016
39	MTV on White Bellied Heron	Cosmic Craft	TV Documentary	15/12/2016
40	Ngodupchen	Atsara Entertainment	Feature film	26/12/2016

Annexure 19: List of permit issued to international production house to shoot films in Bhutan

Sl. No	Project Title	Type of Film	Company/ Address	Local Counterpart
1	Roadies X4	TV Documentary	Colosceum Media Pvt Ltd	Project Bhutan
2	The Forgotten Panda	TV Documentary	Doclights/NDR Naturfilm	Himalayan Karakoram Travels
3	The Jewel of Thunder Dragon"	TV Documentary	Fuji Tv	Passage to Himalaya
4	Postcards from Bhutan	TV Documentary	CBS News Sunday Morning	Bhutan Philanthropy Ventures Private Limited
5	Gross National Happiness	TV Documentary	KBS	Oriental Travel Services
6	Unlock Bhutan	TV Documentary	White Balance	La Meridian
7	Unexpected Creativity in Bhutan	TV Documentary	Typotheque	Bhutan Creative Tours
8	Ima - Sekaiwa	TV Documentary	JCTV	TCB
9	Saleem - Adventure Tourism	TV Documentary	Saleem Media Production	Bhutan Mountain Holiday
10	Discover Bhutan	TV Documentary	TF1 Channel France	Across Bhutan
11	Walker	TV Documentary	Nangten Menlang International	Actual Travel Bhutan
12	Bhutan 360 Pano	TV Documentary	Air Pano	White Umbrella
13	Dengan Basikal Aku Menjelajha	TV Documentary	Alhijrah Media Corporation	Druk Asia Tours
14	Expedition Unknown	TV Documentary	Travel Channel	Xplore Bhutan
15	Secrets of Happiness	TV Documentary	ARD First German Television	Authentic Bhutan Tours
16	Moving Target	TV Documentary	Bearfoot Production	Bhutan Archery Federation
17	Otameshi- Japan	TV Documentary	Imagine Inc.	Authentic Bhutan Tours
18	DHPS - NVE Cooperation	TV Documentary	Norwegian Water Resources and Energy Directorate	MoEA

19	Now Docs: Bhutan	TV Documentary	SeeBeNow Media Production, LLC	JoJo's Adventure
20	Spotlight on Bhutan with Bhutan Swallowtail Travel	TV Documentary	Klook Travel Pte. Ltd	Bhutan Swallowtail travel
21	IL Testimone	TV Documentary	Wildside SRL	Bhutan Visit
22	Bhutan - The Perfect Place	TV Documentary	Vietnam Television	Bhutan Endless Journey
23	The 50th Aisian Bodybuilding Championships	TV Documentary	VP Media	BTCL
24	SKODA Yeti Bhutan	TV Documentary	SKODA UK	Bhutan Dorji Holiday
25	Happiness (R) evolution	TV Documentary	Xtreme Media Pte Ltd.	Druk Asia Tours

Annexure 20: List of feature films certified by the Authority for public exhibition

SL No	Name of the Film	Production Company	Date of Certification	Rating
1	Sem Dhi Mo-My Love in Sikkim	Pema Production	18.01.2016	U
2	Samsara	Thuktro Production	05.02.2016	U
3	Choelo Dorji	Dawa Yangsel Entertainment	17.06.2016	U
4	Tshoyee Gyelpo	Druk Norbu Drayang	22.03.2016	U
5	Nge Namgay	College of Science and Technology	20.05.2016	U
6	Lay Judrey- Finding Phurba Thinley	Wisdom Pictures	25.04.2016	U
7	Gasa Lamai Singye and Changyuel Bumo Galem	Yangdrak Productions	03.05.2016	U
8	Sang Mageypi Sem	Lhawang Yugyel Pictures	06.04.2016	U
9	Dharma	Leo Entertainment	17.05.2016	U
10	Sem Sho Si Si	Thinley Yoezer Audio Visual	19.05.2016	U
11	Kuenden Lhatshok	Tandin Audio Video Production	11.04.2016	U
12	Singye Dha Gawa	Media Max Pictures	07.07.2016	U(PG)
13	Choelo Dorji	Dawa Yangsel Production	17.06.2016	U
14	Ser Zam Gang- Pot of Gold	Tshomem Production	14.07.2016	U
15	Drukten- Dragon's Treasure	Drukten Productions	10.08.2016	U

16	Boom Badha Chemi Rinzin	Thunder Dragon Media	06.09.2016	U
17	Mitsey Droduel- The Journey of Life	Paro College of Education	16.09.2016	U
18	Thrung Thrung Karmo	Etho Metho Pictures	27.09.2016	U
19	Goedro Maju	Yeega Production	04.10.2016	U
20	Chaag Tselo	Nyingyel Production	06.10.2016	U
21	Sing Sing Yangdolma	Druk Vision Studio	10.10.2016	U
22	Lekzin	Norling Drayang Productions	10.10.2016	U
23	Serga Mathang	Thuktro Production	17.10.2016	U
24	Tshorwa- The inner Call	Project Bhutan Entertainment	24.10.2016	U
25	Thimphu	Rabbit in the Twilight Productions	27.10.2016	U
26	Gelong Sumdhar Tashi	Vision Studio	22/12/2016	U
27	Hum Chewai Zamling- In a defiled world	Chhundu Pictures	22/12/2016	U
28	Drakcin Gyalmo	Dhenpel Production	26/12/2016	U
29	Dangphu Dingphu	Tsheringma Production	29/12/2016	U
30	Sharcho Bumdila	Spiritual Happiness Film	29/12/2016	U

Annexure 21: List of documentary films reviewed and approved by the Authority for public exhibition

SL No	Name of the Film	Production Company	Date of Review
1	My Bhutan	My Bhutan Productions	10.08.2016
2	Song of Silence	Dakinny Productions	27.09.2016
3	The next move	Dakinny Productions	27.09.2016
4	Meto & Takila Girls	Dakinny Productions	27.09.2016
5	The Curse	Dakinny Productions	27.09.2016
6	Pawo-The Hero Among Us and Separate	Dakinny Productions	27.09.2016
7	Songs of the Third King 's Court	Dakinny Productions	27.09.2016
8	Dawn and Dusk	Dakinny Productions	27.09.2016
9	Hope for Youth	Dakinny Productions	27.09.2016
10	Monk in the Forest	Dakinny Productions	27.09.2016
11	Songs about Home and Home Alone	Dakinny Productions	27.09.2016

Annexure 22: Details of complaint received by the Authority

Type of Complaint	Nature of Complaint	Findings	Action Taken
Consumer Complaint	High charges for installation of Cable TV service by the cable operator.	The installation cost charged by the cable operator was found to be as per the Cable TV rules.	The complainant was explained on the findings of the Authority.
	Customer deprived of using the assigned mobile number by telecom operator.	Without customer's consent, the operator assigned the customer's number for other purpose.	The operator was asked to release the number. Number released and re-issued to the complainant.
Frequency Interference	Interference in Aeronautical radio navigation at Paro airport	The interference was caused due to high power transmission from FM Radio signals at JJ peak.	Directive was issued to relocate the tower of the FM radio station.
	Interference in Aeronautical radio navigation in Gelephu Domestic Airport	The interference was caused due to usage of same frequency by neighbouring Air Traffic Control Station in Guwahati International Airport, India.	The Department of Air Transport was asked to change their navigation frequency from 122.650MHz to 118.8MHz.
Complaint against Licensees	Disturbance caused by places of entertainment (Snooker) in Paro.	There was sound leakage from the Snooker hall and moreover, it was established in semi-permanent structure.	The Authority suspended the operation of the establishment and issued directive to relocate.
	Complaint against issuance of discotheque license in Paro by the surrounding households.	The complaint against discotheque was with regard to the legitimacy of the establishment in the proposed area and nothing to do with the technical standards for operation of discotheque.	Forwarded the case to the concerned Dzongkhag ELC for review and submission of independent report to the Authority.
	Operation of Cable TV service in the complainant's licensed area of operation.	Found that the accused Cable TV service provider operating beyond its jurisdiction (area of operation) in the complainant's area.	The Authority directed the accused operator to halt expansion of his services.

