

Quarterly Report on Cable Television Service

འབྲུག་བཅའ་པོ་འཛིན་བརྒྱུད་འབྲེལ་དང་བཅའ་བདེ་བརྒྱུད་དབང་འཛིན།

Bhutan InfoComm and Media Authority

Royal Government of Bhutan



(October -December, 2023)

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1. Monitoring Visits

The Authority regularly takes the monitoring, inspection, and verification of cable television services visits to the Dzongkhags and Gewogs. In this quarter, the team from the InfoComm and Infrastructure Division made a field visit to Haa and Paro to check the digitization progress of Leki Cable Service and to monitor the cable services service from 7th August 2023 to 9th August 2023. Likewise the Authority also took a monitoring tour to Wangude and Punkha to monitor the ICT infrastructure, cable Services and fibre network from 11th September to 18th September, 2023.

The objective of undertaking a monitoring tour was mainly to monitor the control room of the local cable operator and to check if they have complied with the sent directives of the Authority on migration to full digital signal and removal of the local dishes.

During the entire tour, the team met with the LCOs including their technical team to discuss the status of the digitization of the CATV. The discussion mainly focused on advocating policy, rules and regulation, technical issues, and way forward to providing the best services to the customers.

1.1. Set Top box verification under Chukha Dzongkhag

A team from the Authority visited Phuentsholing under Chukha Dzongkhag and carried out the Monitoring verification of the Set Top Box registration with each MSO. The detailed observations, findings and status from different locations are mentioned below.

| Sl.No | Name | Location | STB No. | Cable Operator | Contact Number | Active/Deactive |
|-------|-----------------|----------|--------------------|----------------|----------------|-----------------|
| 1 | Yonten Jamtsho | Pasakha | 526010000007BA6 | DrukCom | 77287029 | Active |
| 2 | Lhachoe Wangmo | Pasakha | 52601000001BAE5 | DrukCom | 77222213 | Active |
| 3 | Keshab Phuyel | Pasakha | 52601000001BD72 | DrukCom | 77354605 | Active |
| 4 | Drukpa Tshering | Pasakha | d52601000001BD92 | Drukcom | 77111901 | Active |
| 5 | Tek Bdr Ghalley | Pasakha | 52601000001B7EA | DrukCom | 77813025 | Active |
| 6 | Kendra Sharma | Pasakha | CC448H71022047732 | DrukCom | 77215755 | Active |
| 7 | Tashi Gyelthsen | Pasakha | 52601000002A40F | DrukCom | 77662740 | Active |
| 8 | Tej Bdr Gurung | Pasakhar | CC448H070223052412 | DrukCom | 77249450 | Active |

| | | | | | | |
|----|---------------------|--------------------|----------------------------------|--------------|-------------------|--------|
| 9 | Samten | Pasakha | 97080216AB0865 | DrukCom | 77243355 | Active |
| 10 | Krishna Tamang | Pasakha | 52601000002A390 | DrukCom | 77653201 | Active |
| 11 | Saraswait Pradhan | Toorsa Kidu Colony | CC448H071022047433 | Cable Sat | 17621344 | Active |
| 12 | Karma Drukpa | Toorsa Kidu Colony | CC448H71022047583 | Tshela Cable | 77218873 | Active |
| 13 | Mohan Singh Gurung | Toorsa Kidu Colony | CC448H070720013166 | Tshela Cable | 17604829 | Active |
| 14 | Mukesh Gurung | Toorsa Kidu Colony | CC448H1119343044 | Tshela Cable | 17412020 | Active |
| 15 | Ugyen Zangmo | Toorsa Kidu Colony | CC448H070322039311 | Cable Sat | 17464871 | Active |
| 16 | Lila Maya Kabsily | Toorsa Kidu Colony | 52601000001BC64 | DrukCom | 77336888 | Active |
| 17 | Ugyen Jamtsho | Toorsa Kidu Colony | CC448H070521025213 | Cable Sat | 77390852 | Active |
| 18 | Lakman Tamang | Toorsa Kidu Colony | 52601000001E697 | DrukCom | 17914821 | Active |
| 19 | Rinchen Dorji | Toorsa Kidu Colony | CC448H071222049631 | Tshela Cable | 17351361 | Active |
| 20 | Rinchen | Toorsa Kidu Colony | 52601000001BBB7 | DrukCom | 17877540 | Active |
| 21 | Phuntsho Wangdi | Toorsa Kidu Colony | CC448H070322039493 | Cable Sat | 17699910 | Active |
| 22 | Grace Hotel | Lower Market | CC448H070222035305 | Cable Sat | 17327417/17668422 | Active |
| 23 | Hema Devi Bhattaria | Lower Market | CC448H0819337716 | Tshela Cable | 17615790 | Active |
| 24 | Mukunda Bhabdri | Mail Town | CC48H070720012801 | Cable Sat | 17160622 | Active |
| 25 | Jigme Kinga | Main Town | 52601000002A200 | DrukCom | 17351488 | Active |
| 26 | Kinzang Tshering | Main Town | CC-443-H-2-4-04-18-0-000-004-426 | Cable Sat | 17606041 | Active |
| 27 | Kinley Tshomo | Main Town | CC448H070223052427 | DrukCom | 17411623 | Active |

| | | | | | | |
|----|---------------|-----------------------------|--------------------------------------|-----------|----------|--------|
| 28 | Tshering Duba | Lower market | CC448H070620012256 | Cable Sat | 17370558 | Active |
| 29 | Nima Dorji | Pemaling, Old Hospital Area | 52601000002D5F4 | DrukCom | 17404959 | Active |
| 30 | Lekey Wangdi | Pemaling, Old Hospital Area | CC448H071022047422 1 | Cable Sat | 17633402 | Active |
| 31 | Pema Lhaden | Pemaling, Old Hospital Area | CC-443-H-2-4-04-18-0- 000-004-349 | Cable Sat | 17751060 | Active |

1.2 Monitoring visit to Haa and Paro Dzongkhag

The Authority made a monitoring visit to Haa, Paro, Punakha and Wangduephodrang dzongkhags to re-verify the cable layout of cable operators and the shutdown of Analog station in Haa and Paro Dogar cable as per the directives sent by the Authority.



Figure 1. Control Room of Leki Cable Service, Haa

- Visited the control room of Leki Cable service location in the core of Haa town and it was found that all the analog signals had been completely shut down.
- The cable service has a total of 2300 plus customers as of now with 9 technicians including an IT technician working with Leki Cable Service.
- The signals are taken from Drukcom MSO.
- Billing systems are all done through Mbob using a group chat in telegram and wechat.



Figure 2. Digital connection in Uesu Geog

- Few random households were checked to verify the reach of digital signal and quality of service.
- It has been informed that the quality of service has been improved with installation of set top boxes.
- The complaints are met immediately and thus better services compared to analog signals.



Figure 3. Digital connection in Samar Geog

- Few households from Samar geog were checked to verify the reach of digital signals and quality of service.



Figure 4. Digital connection in Balamnang, Haa





Figure 5. Use of dish tv in Naja Geog

- Most of the households under Naja Geog in Paro use Dish Tv and Tata Sky.
- It was shared by the people that it has been almost a year that cable service had been cut off and despite repeated reminders to the cable operator for digital signals, the cable operator has not brought any progress.
- Only the households near the highway have been given the cable service with the digital signal.

Dogar, Paro

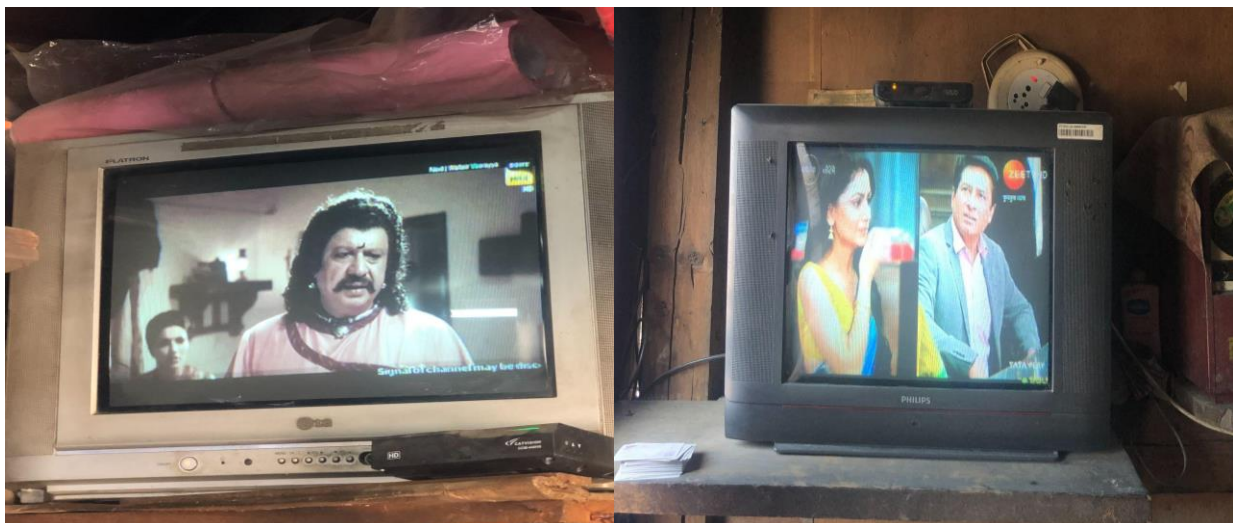


Figure 6. Digital Service in Dogar

- While there is digital cable service in Dogar Geog, few households still use dish TV.

- Only 80 % of customers have digital CATV access while the other 20 percent are still reluctant to purchase set top boxes.

1.3 Cable Layout verification in Wangdue and Punakha



Figure 7. Cable layout in Khuruthang, Punakha

- It has been observed that the cable layout is through overhead cable using poles and it was shared by the Bhutan Telecom Limited Manager that it is because of delay in commissioning of newly built underground duct.



Figure 8. Shared control room of Buddha and Damchen Cable service

- Upon Authority's report on the improper cable layout in Khuruthang, the cable operators have worked and fixed the issue as shown in figure 8.

- Visited the shared control room of Buddha Cable service and Damchen Cable service located in Khuruthang, Punakha.



Figure 9. Improper Cable Layout

- Despite informing the concerned people about the improper cable layout, the issue remains unresolved even with a good underground duct system in Bajo town.

2. Complaints received with and compiled by the Authority

In the event of any issues/complaints related to the cable television services, the Authority has made many platforms available for the subscribers to lodge the complaints with the Authority. The complainant can contact the Authority through our focal officers appointed for the service, the details for which have been mentioned in the website (www.bicma.gov.bt) and social media (Facebook) page (www.facebook.com/bicmabhutan). We also have an online complaint platform on our website under the services/complaints section through which anyone can lodge the complaints. They can also write an email to bicma@bicma.bt

In order to enhance the customer grievance redressal mechanism, the officials from the Authority also scan the social media pages on a daily basis to see if there are any complaints and issues related to the cable television services provided by the Service providers. As mentioned above, the Authority has made many platforms available from where the subscriber of cable television as well as our licensee such as local cable operators and multi-service operators can lodge the complaints with the Authority. The complaints received are well resolved and documented. The BICMA also receives the customer complaints through emails and formal letters from the public and Gewogs administrations. Particularly for the cable operators to share their challenges, issues and to submit the complaints with the Authority to take up the appropriate action, the Authority has formed the cable operators group in social media platform “Telegram”.

For the last three months (October-December, 2023) the complaints received by the Authority are:

Monthly Complaint Report October, 2023.

| Sl. No. | Cable TV Operator | Date of Complaint | Complaint Resolved date | Area/ Location | Name of Complainant | Contact Number/ Particulars | Issue/ Description | Remarks |
|---------|-------------------|-------------------|-------------------------|--------------------------------|---------------------|-----------------------------|---|----------|
| 1 | Norling Cable | 02/10/2023 | 02/10/2023 | Thimphu | Tshering Choden | 17859819 | Norling subscriber switch to Drukcom (Interoperability issue) | Resolved |
| 2 | Nakchung Cable | 04/10/2023 | 11/10/2023 | Ugyen Pelri Lhakhang, Gedagom. | Choeda Jamtsho | 77217705 | Request for new line but got delayed. (Reason STB shortage) | Resolved |
| 3 | Norling Cable | 07/10/2023 | 07/10/2023 | Changjjji | Ugyen Pema | 77613557 | Line issue | Resolved |
| 4 | Nolling Cable | 07/10/2023 | 08/10/2023 | Babesa | Bola Nath Dhal | 77827435 | Line issue | Resolved |

| | | | | | | | | |
|----|-------------------|------------|------------|-----------------------|--------------------|---------------|---------------------------|----------|
| 5 | Dawa Cable | 09/10/2023 | 09/10/2023 | Nganglam/ Tshenkar | Dorji Wangchuk | 17784388 | No Cable line | Resolved |
| 6 | Norling Cable | 11/10/2023 | 11/10/2023 | Babena | Pema Sambawa | 17534482 | Signal issue | Resolved |
| 7 | Norling Cable | 13/13/2023 | 14/10/2023 | Lower Taba | Sangay Laki | 77367311 | Interoperability issue | Resolved |
| 8 | TD Metho Cable | 12/10/2023 | 13/10/2023 | Bonday, Paro | Tenzin Phuntsho | 17851806 | Interoperability issue | Resolved |
| 9 | Norling Cable | 12/10/2023 | 12/10/2023 | Town | Karma Yuden | 77654038 | Line Issue | Resolved |
| 10 | Norling Cable | 15/10/2023 | 16/10/2023 | Taba | Neeten Dorji | 17886646 4 | Interoperability Issue | Resolved |
| 11 | Norling Cable | 16/10/2023 | 17/10/2023 | Thimphu | Tshering Choki | 17116714 | Interoperability issue | Resolved |

Monthly Complaint Report November, 2023

| Sl. No. | Cable TV Operator | Date of Complaint | Complaint Resolved date | Area/ Location | Name of Complainant | Contact Number/P articulars | Issue/ Description | Remarks |
|---------|--|-------------------|-------------------------|----------------------|------------------------------|-----------------------------|-------------------------------------|--|
| 1 | Budha Cable | 09/11/2023 | 10/11/2023 | Eusakha, Kabjiisa | Pema Dorji | 17343593 | Line issue | Resolved |
| 2 | Tshognyi Phendey Cable Service against DrukMSO | 10/11/2023 | | Bangtar | MB Tamang - Proprietor | 17113852 | Continuous Service Disruption | DrukCo m team going to visit site on 22/11/20 23 |
| 3 | Damchen Cable | 12/11/2023 | 12/11/2023 | Punakha | Sherab Chophel | 17807643 | Line issue | Resolved |
| 4 | Punab Cable | 13/11/2023 | 13/11/2023 | Changyuel | Ugyen Phuntsho | 77656962 | Line issue | Resolved |
| 5 | Punab Cable | 14/11/2023 | | Punakha, Resa | Ap Namgay | 17780930 | Not issuing clearance | Resolved |

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|----|----------------|------------|------------|----------------------|--|----------|-------------------------------|----------|
| 6 | DrukCOM | 14/11/2023 | 14/11/2023 | Thimphu | Gopal Pradhan Chief, CCAA (77212120) 15/11/2023 | 77201141 | frequently disrupted channels | Resolved |
| 7 | Nakchung Cable | 16/11/2023 | | Khasadrappu/Genekha | Sonam Wangchuk | 17841872 | propose for new cable line | Resolved |
| 8 | Dawa Cable | 16/11/2023 | 17/11/2023 | Pemagasthe I/Nanglam | Norbu Chogyel | 17408161 | Line disturbance | Resolved |
| 9 | TD Metho Paro | 20/11/2023 | 18/11/2023 | Pangbisa | Dawa | 17844494 | Line disturbance | Resolved |
| 10 | Nakchunk Cable | 23/11/2023 | 24/11/2023 | Bjimena | Deamsey | 17632144 | Line issue | Resolved |
| 11 | Sigma Cable | 23/11/2023 | 24/11/2023 | Paro, Shari | Jigme Wangdi | 77738989 | Quality of services | Resolved |
| 12 | Etho Metho | 01/12/2023 | 01/12/2023 | Dangrina, Thimphu | Tashi | 77263838 | Line issue | Resolved |

Monthly Complaint Report December, 2023.

| Sl. No. | Cable TV Operator | Date of Complaint | Complaint Resolved date | Area/Location | Name of Complainant | Contact Number/Particulars | Issue/Description | Remarks |
|---------|-------------------|-------------------|-------------------------|-------------------|---------------------|----------------------------|----------------------------|----------|
| 1 | Etho Metho | 01/12/2023 | 01/12/2023 | Dangrina, Thimphu | Tashi | 77263838 | Line issue | Resolved |
| 2 | Lakey Cable | 01/12/2023 | 01/12/2023 | HAA | Chimi Wangchuk | 17652847 | STB Interoperability issue | Resolved |
| 3 | Tshering Norbu | 07/12/2023 | 7/12/2023 | Saling, Tashigang | Tsheringla | 17780041 | Line issue | Resolved |
| 4 | Etho Metho | 80/12/2023 | 12/08/2023 | Olakha | Tandin Dorji | 17427448 | Interoperability issue | Resolved |

3. Way Forward

- I. The complaints lodged with the Authority will be properly recorded and resolved.
- II. Follow up on the cable operators still operating in analog stations.
- III. Follow up on CATV lines layout.
- IV. Compile and publish the quarterly report for the cable television services to facilitate Authority in taking proper regulatory measures for improving the quality of cable television services.