

Complaint Redressal

1. How can I lodge a complaint to the Authority?

To file a complaint to the Authority, the consumer shall submit:

- a. The details of the complaint
- b. Evidence or copy of relevant document(s) in support of the complaint.

2. How long should I wait after the complaint was lodged to the service provider?

In the case of basic telephone/mobile/ internet/cable network, the service provider shall take steps to remedy service disruption as soon as possible.

3. Can the service provider discontinue providing its services while the complaint or dispute is under review?

The Service provider shall ensure continuity of service to the consumer while the complaint or dispute is under review by the service provider.

4. In the event if the fault is not rectified within the certain period, what should a consumer do?

In the event the service provider fails to rectify the complaint after a certain period, the consumer can complain to the Authority.

5. What happens if the consumer is not satisfied with the action taken by the service provider?

In the event if the consumer is not satisfied with the action taken by the service provider on the complaint, the consumer shall have the right to appeal to the Authority within ten working days.

6. What happens if the consumer is not satisfied with the decision of the Authority?

Any appeal against the decision of the Authority shall be made to the Alternative Dispute Resolution Centre with ten (10) working days as per section 67 of the Act.

Frequently Asked Questions

A. SIM Cards

1. What documents are required for issuance of a new SIM card?

- a. For Bhutanese Nationals:
 - Citizen ID Card Copy
 - Copy of the identity proof of the parent/guarantor in case of minors.
- b. Resident of Bhutan
 - Resident Permit Copy
- c. For Foreigners
 - Passport Copy
- d. Indian Residents in border areas:
 - Copy of the Voter Card with authenticated address of the local business establishment.
- e. Indian Worker
 - Copy of the immigration permit number along with the undertaking of the Bhutanese employer.
- f. Indian Tourist
 - Copy of the passport/immigration permit issued by the Department of Immigration, Royal Government of Bhutan.

2. What is the validity of the Tourist SIM Card?

- a. Tourist SIM is issued for a period of one month.

3. Can I give a SIM card which is registered in my name to someone else?

Change of ownership of SIM cards can only be done when both parties provide a written agreement to effect the transfer.

B. ICT Facilities and Services License in Bhutan.

1. What are the types of ICT License issued by the Authority?

The Authority issues three types of ICT Licenses:

- a. ICT facility License
- b. ICT Service License
- c. Consolidated License.

The details of each type of licenses can be found in [Rules and regulations on ICT Facilities and Service in Bhutan.](#)

2. What is the validity of each of the licenses?

- a. ICT Facility License: 10 Years
- b. ICT Service License: 5 years (Does not include Cable Television License).
- c. Consolidated license: 15 years

3. What happens if I fail to renew my license after its expiry?

A penalty of Ngultrum fifty (Nu.50) per day shall be levied for failing to renew the license after its expiry.

4. Can I sell my ICT Service/Facility license?

A person can transfer the license only upon approval from the Authority.

C. Campus/Community Radio

1. Who can apply for Community/Campus Radio License

A community can apply for Community Radio License if the community:

- a. Is socially or economically disadvantaged
- b. Has distinct culture and tradition
- c. Has a unique local dialect

An educational institute may apply for a Campus Radio license if it offers media related courses including technical subjects such as broadcasting and/or communication systems.

2. Can an individual apply for the Community/Campus Radio License?

No. The Community or Campus Radio shall be owned, managed and operated by the concerned community or the educational institute.

3. Can Community /Campus Radio carry advertisements?

The Community Radio shall be allowed to carry local advertisement not exceeding 20% of the entire broadcast time as follows:

- a. Advertisement by a local business entity.
- b. Announcement and notification from the local government.
- c. Programmes sponsored by the government intended for the social benefit of the community.

The Campus Radio is not allowed to carry any commercial advertisement.

4. Can the Community/Campus Radio be broadcast in local dialect?

Community radio can be broadcast in the local dialect of the community it serves as well as in the national language in the ratio of 60:40.

Campus radio can be broadcast in English and Dzongkha only.

5. What is the annual renewal fee for Community/Campus License?

The annual renewal fee for Campus/Community Radio is Nu. 500. The Licensee will not be levied spectrum utilization fee.

6. What happens if the Community/Campus license is not renewed after its expiration?

The Licensee shall be given a grace period of maximum of 30 day. A fine of Nu.50.00 (Ngultrum Fifty only) per day shall be charged after the grace period for a maximum of 180 days after which the license shall be automatically cancelled.

D. Cable Television

1. When do I renew my Cable Television Service Operator's Licence?

Irrespective of the date of issuance, the license shall be valid till 30th of June every year and shall be renewed annually within 1st to 31st July.

2. How much do I have to pay for the annual renewal of my CaTV license?

Annual renewal fees of CaTV license shall be calculated as follows:

$$\text{Nu. } 5000 + (0.01 \times 231 \times 12 \times \text{No of Customers})$$
 where 231 is the monthly rental charges excluding 30% entertainment tax and 12 is no. of months in a year))

3. What are the documents required for the annual renewal of CaTV license?

The following documents are required for the annual renewal of CaTV License:

- I. Duly filled CaTV License renewal form.
- II. Valid tax clearance certificate.

4. What happens if I don't renew my license within 31st July?

A fine of Nu.50.00 (fifty only) per day shall be levied for late renewal after the expiry of the grace period of one month (July 1- July 31 of every year) and up to a maximum period of 90 days after which the license shall be automatically cancelled.

5. Can I sell my CaTV License? What are the fees applicable for ownership transfer of CaTV License?

An ownership transfer fee of Nu. 5000/- shall be applicable except for transfer within the immediate family (parents, spouse and children only) members.
For fee exemption, proof of documents validating family/marriage and no objection should be submitted along with the necessary documents mentioned in the application form of ownership transfer of cable television service license.

6. How do I apply for a new Cable Television Service License? What are the fees applicable for a new CaTV license?

For a new Cable Television Service Licence, you are required to submit a duly filled application form for New Cable Television Service Licence to the Authority and also refer to Guidelines for preparation of project proposal for Cable Television Service.

A fee of Nu. 25,000/- shall be payable for new television service licenses, if approved by the Authority.

7. I have lost/misplaced my CaTV license. Can I apply for a duplicate license?

You can apply for a duplicate license with the Authority by paying a fee of Nu. 500/-

8. Can I lease my CaTV license operation to someone else?

The leasing of CaTV License operation will be dealt as a serious offence by the Authority and if found, the Authority shall revoke or suspend the license.

E. Publication House license

1. What are the types of publication issued by the Authority?

The Authority issues three types of publication license:

- a. Book Publication License
- b. Periodical Publication License (newspapers, magazines, journals and newsletters which appear on regular schedule)
- c. Individual License (one time publication issued to a Bhutanese citizen/agency and shall be valid only for that particular publication)

2. What are the documents required for an Individual Publication License?

- a. Duly filled application form for renewal of publication license
- b. Valid security clearance certificate of the applicant
- c. Valid tax clearance certificate

3. What are the documents required for a new publication house license?

- a. Duly filled in application form for Publication License (Annexure C)
- b. CID copy of the applicant
- c. Valid security clearance certificate of the applicant
- d. Detailed Project Report (format available on our website)

4. What are the documents required for the renewal of a publication house license?

- a. Duly filled application form for renewal of publication license
- b. Valid security clearance certificate of the applicant
- c. Valid tax clearance certificate
- d. Details of the editorial team

- *For books and periodicals publishing house license- a minimum of 3 professional editorial teams including an editor and a designer on full time basis.*
- *For newspaper publishing house license- a minimum of 5 professional editorial teams including an editor on a full time basis.*
- *An editor must have a minimum of 5 years working experience in the media or relevant field.*

5. What is the fee structure for the Publication License?

- Individual publication license- Nu.1000 per publication
- Publication house license (Periodical and Book publication)- Nu.3000 per annum
- Ownership transfer- 50% of license fee
- Any alterations of the license- Nu.500
- Penalty for non-renewal of license- Nu.50 per day (maximum of 90 days after which the license shall be cancelled)

F. Printing Press License

1. What are the documents required for a new printing press license?

- Duly filled Application Form
- Project Profile
- Investment Details.
- Equipment List
- Location clearance issued by the concerned Authority of a locality
- Description of Printing Works
- Environment Clearance issued by the Department of Industry
- Invoice Copy of the machines purchase
- CID Copy and valid Security Clearance Certificate
- One Passport Size Photograph

2. What are the documents required for the renewal of a printing license?

- Application Letter
- Copy of Valid Tax Clearance Certificate
- Copy of valid environmental clearance certificate

3. What is the fee structure for the Printing Press License?

Scale	Investment (Nu. in million)	Initial Fee/ Renewal Fee (in Nu)
General	More than 5	15,000
Small	Between 1- 5	5,000
Cottage	Up-to 1	2,000

- Penalty for non-renewal of license- Nu.50 per day (maximum of 90 days after which the license shall be cancelled)

G. Book Registration Number

1. What are the documents required for registration of publication/book?

- a. Duly filled application form for registration of publication (Annexure F)
- b. CID copy of the applicant
- c. Dummy copy of the book
- d. Summary of the book
- e. Valid security clearance certificate of the applicant

If the applicant does not wish to publish their book through the existing licensed book publishing houses, they should apply for an **Individual Publication License** which is issued on a one time basis (for that book only).

Note: All forms can be found in our website via the following link:
https://www.bicma.gov.bt/bicmanew/?page_id=49