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དཔལ་ལྷན་འབྲུག་གཞུང་།

BHUTAN INFOCOMM AND MEDIA AUTHORITY
ROYAL GOVERNMENT OF BHUTAN



BICMA/PR/2022/1256

23rd March, 2022

PRESS RELEASE

Cable Television Services

Television has become one of the most important parts of our life along with other mediums of mass communications like radio, newspaper, magazines, etc. Television being an important medium for dissemination of the information and an indispensable means of entertainment, its influences in the society are enormous. Although Bhutan introduced the television relatively later compared to the rest of the world, it has gained fast popularity in our society within the last two decades. Television services in the country are provided through a network of cable television consisting of multi-services operators (MSOs) and the local cable operators (LCOs). Apart from the satellite transmission and few terrestrial transmitters, the Cable TV network is also one of the main distribution platforms for the three national television channels namely BBS 1, BBS 2 and BBS 3.

The Authority is working together with multi-services operators (MSOs) and local cable operators (LCOs) to ensure uninterrupted Cable Television Services during lockdowns which is crucial for dissemination of important public information and provide entertainment. Multi-Service Operators receive television broadcasting services from broadcasters (national or international content provider) such as BBS and Stars India Private Limited and then re-process and transmit the same to the licensed cable operators. Currently, there are two MSOs (NetCom Bhutan Limited and DrukMSO Private Limited) in the country who distribute television content to our local cable operators.

MSOs are bound by the Rules and Regulations for Licensing and Operation of MSO (2020) and terms and conditions of the licence for the provision of services. As an MSO, they shall ensure to obtain and distribute the legitimate channels and maintain digital cable television transmission systems. The MSO shall also install Conditional Access System (CAS) which is compatible with an open Architecture (non-proprietary) Set Top Box and Subscriber Management System (SMS) for an efficient, responsive and accurate billing and collection system in their head end office. There are a total of 56 channels (list attached) approved by the Authority for distribution by the MSOs. In further the two MSOs may also provide other value added services like the Video on demands (VOD).

Currently, the cable industry in the country is under process of digitization and more than 75% (out of 92) of our local cable operators have connected to the MSOs and source their cable television contents from the MSOs. Both the MSOs are working towards catering digital feeds to the remaining LCOs who have not yet connected to the MSOs.

While both the MSOs along with the LCOs are working towards digitising the cable industry from the old analog system, BICMA as the Authority is following up on the regulatory requirements by the MSOs and carrying out the regulatory roles wherever and whenever necessary. Other than the regulatory requirements, we are also working towards our objectives to ensure access to safe, reliable and affordable ICT facilities and services.



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It is the consumer's right to receive all the approved channels with good signal of HD quality for 24 hours and any quality issues can be informed to the local cable operator or to the Authority. The LCOs, as a service provider, shall ensure to provide cable television services with minimum disruption of service to the customers and attend to any complaints of the subscribers immediately and other urgent calls. However, every subscriber as a service user should be responsible to pay the monthly rental charges on time to avoid the deactivation of your Set Top Box (STB) and unnecessary issues. In the event of non-compliance of any license terms and conditions or relevant Rules by the licensees, the Authority may levy regulatory sanctions as per the Information, communications and Media Act of Bhutan 2018 and the Rules in place.

The Authority reminds all the local cable operators to work towards maintaining and enhancing the quality of cable television services. While responding to all the complaints made by your subscribers to rectify the issues as soon as possible and maintain a register The Authority again hereby directs the LCOs to maintain and provide all the channels provided by the MSOs to the subscribers. In the event, if the LCOs fail to abide by this directive, the Authority shall be obliged to take strict regulatory actions as per the provision of Rules and Regulations for the Operation of Cable Television Service 2019 and ICM Act of Bhutan, 2018.

Further the general public are encouraged to contact our focal officers in case of any issues/complaints concerning cable TV services. The details of our focal officers have been mentioned in the website (www.bicma.gov.bt) and social media (Facebook) page (www.facebook.com/bicmabhutan). The same may also be done using our online complaint platform on our website (<https://docs.google.com/forms/d/e/1FAIpQLSeFgg1JZRe1DL1yL2kHlxXZ11Xx2y-CyVuqO-S16YIIRDE28g/viewform>) you can also write us an email to bicma@bicma.bt.

Sl.no.	Approved channels	DrukMSO	NetCom
1	BBC World	Y	Y
2	CNN	Y	Y
3	NDTV 24X7	Y	Y
4	Aljazeera	Y	Y
5	Channel News Asia	Y	Y
6	Zee News	Y	Y
7	DD News	Y	Y
8	Sony BBC Earth HD	Y	Y
9	Sony Yay	-	Y



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10	Discovery HD	Y	Y
11	Animal Planet HD	Y	Y
12	History TV	Y	Y
13	National Geographic HD	Y	Y
14	Discovery Turbo	Y	Y
15	Star sports 1HD	Y	Y
16	Star sports 2 HD	Y	Y
17	Star sports select HD 1	Y	Y
18	Star sports select HD 2	Y	Y
19	1 Sports	Y	Y
20	Ten 1 HD	Y	Y
21	Ten 2 HD	Y	Y
22	Ten 3	Y	Y
23	Golf HD	Y	-
24	Sony Six (Same channel of Sony HD)	Y	Y
25	DD Sports	Y	Y
26	Star movies Select HD	Y	Y
27	Disney International HD	Y	-
28	Star Movies	Y	Y
29	&flix HD	-	Y
30	Star World HD	Y	Y
31	Zee Cafe	Y	Y
32	Movies Now HD	Y	Y
33	Sony Pix HD	Y	Y
34	Romedy Now	Y	Y
35	Star Gold HD	Y	Y
36	Sony HD	Y	Y
37	Zee TV HD	Y	Y
38	Star Plus HD	Y	Y



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39	Sony Max HD	Y	Y
40	Colors HD	Y	Y
41	Zee Cinema HD	Y	Y
42	9XM	Y	Y
43	KBS World	Y	Y
44	Nick Jr	Y	Y
45	Disney Jr	Y	Y
46	Cartoon Network HD+	Y	Y
47	Pogo	Y	Y
48	Arirang HD	Y	Y
49	NHK World TV HD	Y	Y
50	Fox Life	Y	Y
51	TLC	Y	Y
52	CGTN	Y	Y
53	Aastha TV	Y	Y
54	BBS 1	Y	Y
55	BBS 2	Y	Y
56	BBS 3	Y	Y