

ANNUAL REPORT

2013

5th Annual Report



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BHUTAN INFOCOMM AND MEDIA AUTHORITY

"Towards ensuring free and fair use of Information, Communications and Media."

DIRECTOR'S FOREWORD

It is my privilege to present the Annual Report of the Bhutan InfoComm and Media Authority 2013, the 5th Annual Report since its establishment in 2006. This Report presents the Review of programmes carried out during the period 1st January 2013 to 31st December 2013 and an overview of the ICT, Media and Entertainment Sector in the country. The Report also presents its plans, a way forward to develop the Sector and in pursuit of providing level playing field for the ICT and Media industry in Bhutan.

The year 2013 was yet another fulfilling year for the Authority in carrying out its mandates as a converged regulator. Apart from the normal regulatory functions, the Authority also carried out numerous projects, developed plans, reviewed policies, and conducted researches.

In its continued pursuit to enhancing efficiency and effectiveness of the operations of the Authority, a proposal for the full independence of the Authority was prepared and submitted to the Government for approval. The Authority also initiated the tendering and evaluation of work to fulfill its plan to construct its office. However, due to change in the government priorities, the award of construction work was obliged to be put on hold temporarily.

As per the policy of the Royal Government to provide government services to the citizens efficiently using Information and Communication Technology (ICT), the Authority developed and launched the "Online licensing System" capable of handling applications for licences, renewal and such other functions to reduce the cost and time of service delivery while increasing transparency and accountability.

In the Telecommunications Sector, the 3rd Phase of the rural communications programme was successfully completed. The sector also saw expansion of 3G services in different parts of the country and introduction of 4G by the Bhutan Telecom Ltd. in the Capital and the surrounding areas. "The Frequency Band Plan for 850 MHz for use by third Generation (3G) Mobile Communication System in Bhutan" was also adopted during the period.

On the front of Human Resource Development and Management, the Authority recruited 5 officials while 2 officials were transferred to other government agencies.

This report is prepared with the aim to fulfil multiple roles including, statutory reporting, informing the community and policy makers on the status of the sector and seeking continuous support and constructive feedbacks to further develop this sector into a vibrant industry.



Sonam Phuntsho
Director



Proposed Office Building Design

VISION

“TO PROVIDE FREE AND FAIR USE OF INFORMATION, COMMUNICATIONS AND MEDIA FOR ALL BHUTANESE CITIZENS, TOWARDS ENHANCING THE ACHIEVEMENT OF GROSS NATIONAL HAPPINESS.”

MISSION

“TO CREATE A CONDUCIVE REGULATORY ENVIRONMENT TO PROMOTE A COMPETITIVE AND VIBRANT INFORMATION, COMMUNICATIONS AND MEDIA SECTOR.”



The Authority's recipient of medals for long years of dedicated service to the nation

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CHAPTER ONE

ABOUT BHUTAN INFOCOMM AND MEDIA AUTHORITY

1. Introduction

Bhutan InfoComm and Media Authority (the Authority) is a converged Regulatory body established under the Bhutan Information, Communications and Media Act 2006 (the Act). The Authority is responsible for regulating the Information and Communications Technology (ICT), and the Media and Entertainment Sectors in the Kingdom of Bhutan.

The Authority is a quasi-judicial body responsible for promoting healthy competition in the ICT, Media and Entertainment Sectors to make these services accessible and affordable to all Bhutanese people.

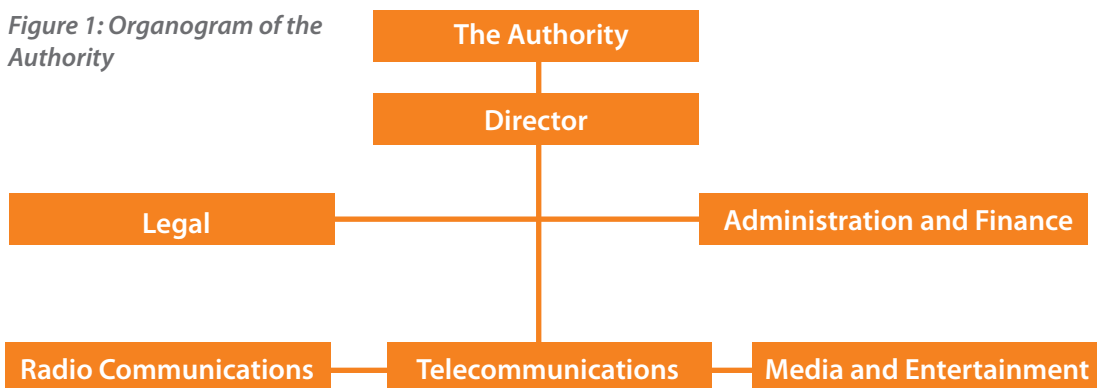
2. Structure and Functions of the Authority

The Authority comprises of six members including the Director as a member secretary. The members of the Authority are responsible for advising the Authority and approving the rules prepared by the Authority in consultation with the relevant stakeholders.

The Authority headed by the Director has 34 regular staffs working for different divisions. The Director is the Chief Executive Officer responsible for the day to day functioning of the Authority as well as enforcing the provisions of the Act.

3. Organogram of the Authority

Figure 1: Organogram of the Authority



4. Members of the Authority

The Authority has a set of competent and dedicated board members to approve rules and such other decisions mandated by the Act.

The Members of the Authority are appointed as per subsection 18 (2) of the Act which stipulates that “The Authority shall comprise not less than five and not more than seven members, one of whom shall be the Director. The members shall be appointed by the Minister on the advice of the Royal Civil Service Commission.”

Table 1: Members of the Authority

Sl. No	Name	Organization	Designation	Remarks
1	Mr. Kuenga Tshering	National Statistics Bureau	Director General	Chairperson
2	Ms. Doma Tshering	Multilateral Department, MoFA	Director	Member
3	Mr. Phuntsho Wangdi	Bhutan Standards Bureau	Director General	Member
4	Mr. Sonam Wangchuk	Department of Trade	Director	Member
5	Ms. Singye Wangmo	Information and Communications Services, MoAF	Program Director	Member
6	Mr. Sonam Phuntsho	Bhutan InfoComm and Media Authority	Director	Member Secretary

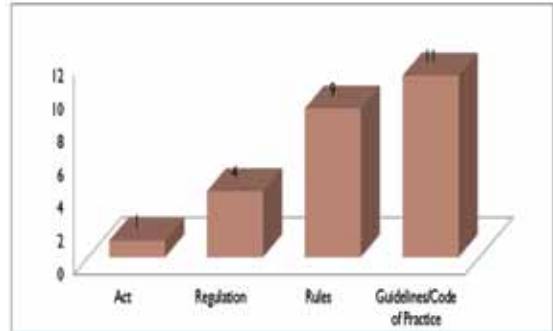
CHAPTER TWO

OVERVIEW OF THE ICT, MEDIA AND ENTERTAINMENT SECTOR

1. Regulatory Instruments

The Authority has so far developed nine Rules and eleven Guidelines/code of practice under the Bhutan Information, Communications and Media Act 2006 and four Regulations issued by the Ministry of Information and Communications to regulate and develop the sector effectively and to provide level playing fields for all operators to compete.

Figure 2: Rules and Regulations in Place



SOME OF THE REGULATORY INSTRUMENTS ARE LISTED BELOW:

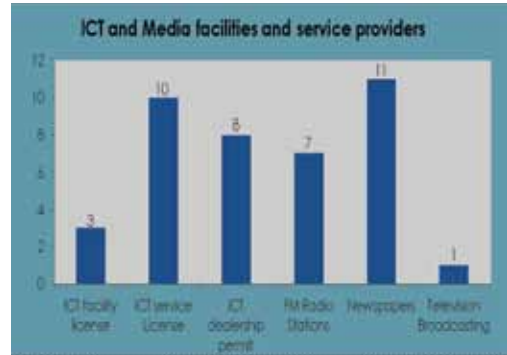
- Bhutan Information , Communications and Media Act
- Tariff Order 2009
- ICT equipment dealer regulation
- National Numbering Plan
- Rules Governing the Establishment and Administration of the Universal Service Fund
- Rules on The Provision of ICT Facilities and ICT Services
- Regulation Governing Accreditation of Journalists
- Bhutan Filming Regulation
- Rules Governing Printing Presses, Books and Newspapers
- Code of Ethics for Journalists
- Rules Governing Examination and Certification of Film
- Rules on Content
- Rules for National Film Review Board
- Rules on the provision of ICT Facilities and Services
- Regulation on Places of Entertainment
- National Radio Rules Part 4-Schedules
- Rules for the Operation of Commercial Cable Television
- Rules on Infrastructure Sharing Electricity poles by the commercial cable television operator

2. Operators/Service Providers

For the year 2013, the Authority did not issue any new Newspaper licence. By the end of 2013, there were 3 ICT Facility Licensed Companies, 10 ICT Service Providers, 7 FM Radio Stations, 11 News Papers and 1 Television Broadcasting Service Provider.

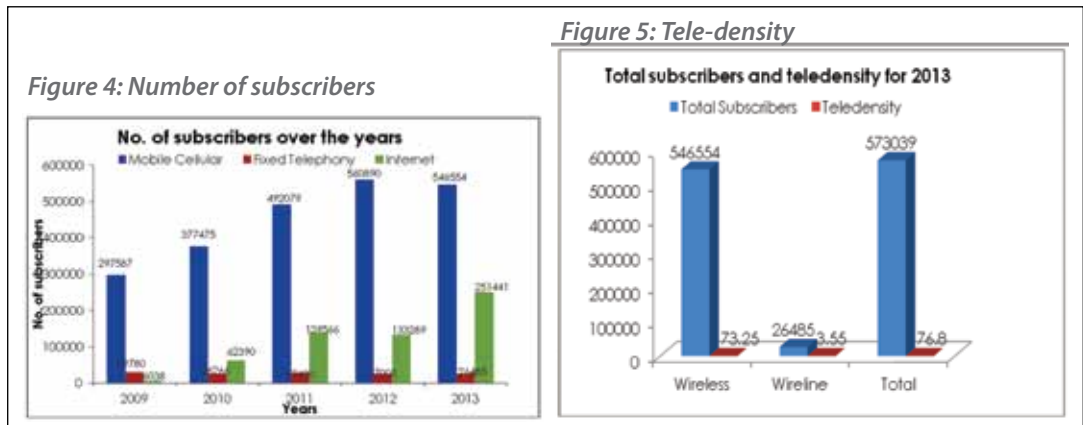
Bhutan Telecom and Tashi Cell are the two mobile cellular service providers of the country.

Figure 3: ICT and Media Service Providers



3. Subscribers

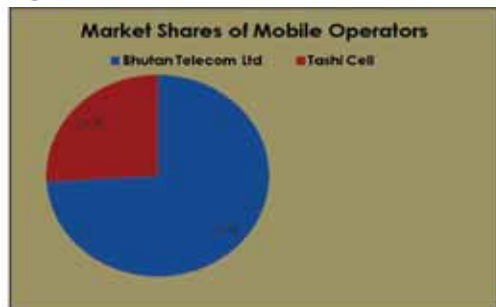
The year 2013 recorded the highest growth rate in the Internet subscribers of 88.64% from the previous year while there was a decrease in the subscription for Mobile Telephony and Fixed Telephony by 2.56% and 1.93% respectively. During the year, the overall tele-density reached 76.80%.



4. Market Share

The incumbent operator B-Mobile of Bhutan Telecom Ltd. still holds a majority market share of 74% in the Mobile Telephony while Tashi Cell has 26% market share. Tashi Cell witnessed an increase of 1.19% of the market share in 2013.

Figure 6: Market Share



5. Internet Subscribers by type of service and service providers

The Internet subscribers for different operators and the types of services is shown in the table below:

Table 2: Internet Subscribers by type of service

Services	Tashi Cell	Bhutan Telecom	Druk Comm	SamdenTech
Lease Line	99	227	3	30
EDGE/GPRS	15,935	131,662	NA	NA
3G	685	40,082	NA	NA
ADSL Broadband	NA	19,239	90	NA

6. 3G Coverage

The places within the country that are able to avail 3G services are Thimphu, Paro, Phuntsholing, Wangduephodrang, Gedu, Gelephu, Samdrupjongkhar, Kanglung, Mongar, Damphu, Samtse, Jakar and Trashigang. People can now access internet in the mobile phones.

CHAPTER THREE

REVIEW OF PROGRAMMES

1. Online Licensing System

As per the policy of the Royal Government to provide government services to the citizens efficiently using Information and Communication Technology (ICT), the Authority developed and launched the “Online Licensing System” capable of handling applications for licences, renewals and such other functions to reduce the cost and time of service delivery while increasing transparency and accountability. The Online Licensing System was developed and launched on 22nd July 2013 at a cost of Nu. 1000,000.00 (One Million).



The system enables applicants to apply for new or renewal of the Authority’s licences and permits online. It also facilitates tracking of applications and downloading of e-copy of the licences/permits.

The system can be accessed at online.bicma.gov.bt or through www.bicma.gov.bt.

Since some of the licensing process involves seeking approvals from the local authorities like the Dzongkhags, Thromdes and Dungkhags, the respective focal persons were trained on the use of the system and were provided with user manuals to orient and guide them in the use of the system. The training of the Dzongkhag/Thromde focal persons was held in February 2013 in Wangdiphordang and Mongar.

2. 3rd Rural Communications Programme

The target for the 3rd phase of rural communications Programme was achieving 100% mobile coverage. Against the target to connect a total of 70 villages, 65 villages were connected to the mobile cellular services by the programme. The three rural communications

programmes have successfully connected all 20 dzongkhags and 205 gewogs availing mobile phone services.

3. Cable TV and DTH survey

The Radio Communications Division organized a Survey on Cable TV and Direct-to-Home (DTH) users in three the locations of Phuentsholing, Paro & Thimphu. Graduates were recruited as temporary enumerators which extended from 14th February to 4th June 2013. The actual subscribers collected by the enumerators are:

Cable SAT Club, Phuentsholing(1476), Tshela Cable, Phuentsholing(1800), Norling Cable, Thimphu (6589), Etho Metho Cable, Thimphu (5754), Nakchung Cable, Thimphu (317), Sigma Cable, Paro (2258) and TD Metho Cable, Paro (904).

4. Inspection on Places of Entertainment in Phuentsholing and Eastern Dzongkhags

To validate public complaints on places of entertainment and to scrutinize entertainment places without valid operating licences, the Media Division deputed officials to Phuentsholing and in the Eastern Dzongkhags.

It was found out during inspection that there were some operating without valid licences; snooker licensees operating with a bar within their premises and some others which were leased to the third party which is against the Authority's directives.

In accordance with the findings of the report, the Authority advised the respective Dzongkhag/Dungkhag/Thromde Entertainment Licensing Committees to suspend its operation and to legalize operation of such places. The snooker licensees were directed not to operate bar within their premises and the licensees were issued suspension order for not complying with the licensing terms and conditions.

5. Fencing of Monitoring Station

With the recent land survey carried out by the National Land Commission, the area demarcation of the Authority's base station at Tsirang was finalized. The the civil fencing work was carried out to demarcate the land falling under the Authority's base station. The

fencing work which began on 14th June was completed on 23rd June 2013.



Monitoring Station



Monitoring Equipment

6. Works for Construction of Head Office

The Ministry of Finance approved Nu. 68,000,000.00 (Sixty Eight Million) for the construction of the Authority's Head office in Motithang out of which 40% of the total approved budget was approved for this financial year. Therefore, the tender was floated for the construction. However, due to sudden change in the government's priority, the construction is still being kept on hold.



Figure 7: Proposed Head Office

7. Review of Public Complaints

The following complaints lodged to the authority were reviewed and actions taken accordingly;

Table 3: Complaints and actions taken by the Authority

Sl. No	Type of complaint	Decision of the Authority	Action taken by the Authority
1.	The Cable operators in Nganglam complained that one of the operators had extended his area of operation beyond his designated jurisdiction.	The Authority confirmed that the Cable operator had extended his cable service operations beyond his jurisdiction without obtaining formal approval from the Authority.	The Authority disconnected the cable services to the unauthorized areas and imposed a penalty of Nu. 18,000/- for repetitive failure to abide by the directives of the Authority.
2.	The Royal Bhutan Police had submitted a complaint against one of the discotheques for violating the closure timing.	The Authority found out that the licensee had not followed the closure timing of the discotheque which is in contravention to the Licensing terms and conditions.	The Authority imposed a penalty of Nu. 10,000. The Licensee appealed against the decision of the Authority to the Appellate Tribunal and the case was dismissed from the Appellate Tribunal.

8. Licenses issued

- a) **Printing Licence:** As per section 93 of the Act, the Authority issued 3 new printing licences under the cottage and small firm's category.
- b) **Registration of Books:** A total of 28 books ranging from short stories to textbooks were registered with the Authority as per section 95 of the Act for sale and distribution within the country. (See Annexure 6).
- c) **FM Broadcasting Licence:** With the issuance of one new FM licence to the Yiga FM Radio (94.7 MHz) on 12th December 2013, the total number of licensed FM stations

in the country is seven including Sherubtse Campus radio (See Annexure 8).

- d) **Filming Permits:** In 2013, 14 national films, 2 national documentary films and 35 international documentary film permits were issued for production within Bhutan. (See Annexure 1 and 2 respectively).
- e) **Licences to operate places of entertainment:** For the year 2013, a total of 95 entertainment licences were issued by the Authority; 49 snooker licences, 17 video game licences, 5 Drayang licences, 8 discotheque licences, 7 karaoke/live music licences, 1 cinema hall licence, and 8 performing troupe licences. (See Annexure 5).
- f) **Cable TV licences:** With 7 new Cable TV licences issued for the year 2013, the total Cable TV Licenses issued as of 31st December 2013 was 62 in the country.
- g) **Radio licence:** New Radiocom License issued for the year 2013 was 10. A total Radiocom Licenses issued from 2000 till 31st December 2013 accounts to 185.
- h) **Amateur licence:** A total of 6 new Amateur Radio licences were issued from 1st January 2013 till 31st December 2013. The total number of amateur Radio licences issued from 2000 till 31st December 2013 is 120 licences.
- i) **ICT equipment Dealer licence:** The Authority issued 3 new licences for ICT equipment dealers and as of 2013 there were a total of 9 dealers.
- j) **Internet Service Provider (ISP) licences:** With 2 new licences issued for the ISP, there are a total of 12 such service providers currently.

9. Permits Issued

- a) **VSAT & SITA permits:** The permits issued for VSAT and SITA were 4 and 1 respectively for the year 2013.
- b) **Permit to host reality television show:** One permit was issued to host the Druk Super Star-Season 3 of the Druk Star Production.
- c) **Certification of Films:** Fourteen (14) national films and twenty four (24) international documentary films were reviewed and certified for public viewing by the Authority.
- d) **Accreditation of Journalists:** The year 2013 witnessed many foreign journalists visiting the country particularly with the ongoing elections for the various parties.

A total of 184 foreign journalists and 1 national journalist were accredited by the Authority.

10. Regulatory Enforcements

Following the due process prescribed in the Act and the Rules, the Authority enforced a number of regulatory decisions against non-compliant licensees. The decisions included revocation of a publishing licence; and issuance of show cause orders, cautionary notices and suspension orders against publishing/radio broadcast/entertainment licensees.

11. Meetings and Consultations

- a) **Consultation with the Bookstore Owners:** In keeping with the provisions of the Bhutan Information, Communication and Media Act, 2006 and the rules governing printing presses, books and newspaper,s the Authority held a meeting with the Bookstore owners at the Authority's conference hall on 8th April, 2013. During the meeting, the Authority explained the formalities and procedures for the registration, sale and distribution of books, magazines and newspapers within the country. The Authority also received very useful suggestions from the bookstore proprietors to improve the registration processes.
- b) **Annual Meeting with the Proprietors of the Drayang:** The annual meeting with the proprietors of drayangs was held on 21st June, 2013. Among many points discussed, the meeting focussed on the licensing of cultural performing troupe and some of the concerns expressed by officials and public on the activities of drayangs. The meeting provided useful input to the preparation of draft licensing terms and conditions for the cultural performing troupe. The proprietors of the drayangs assured that they would continue to comply with the licensing terms and conditions signed by them and to educate their employees and the customers on the laws, regulations and rules governing the places of entertainment.
- c) **2nd Consultation Meeting with the Film Review Board Members:** The consultation meeting held on 5th December, 2013 with the Film Review Board Members provided an opportunity to present the overview of the rules governing examination and certification of film to the Members. The meeting also provided a forum for the Members to share their experiences on film reviews and discuss specific

cases that would contribute towards the consistency of future film review decisions.

- d) **Coordination meeting with stakeholders:** Coordination meeting on the usage and assignment of Microwave frequencies (7 GHz and 8 GHz) between Bhutan Telecom & Tashi InfoComm was held on 20th June 2013 initiated by the Radiocommunication Division. The meeting decided that Bhutan Telecom will use upper 7 GHz frequency Band and the Tashi InfoComm will use lower 7 GHz frequency Band.

12. Studies Undertaken

- a) **Paper on Financial Autonomy:** In keeping with the provisions of the Act, the directives of the Ministry and the best international practices, the proposal for ***“Independence of the Authority”*** was submitted to the Royal Government through Hon’ble Minister, Ministry of Information and Communications for approval. The proposal was prepared with the main objective of enhancing the capacity of the Authority to effectively regulate all aspects of ICT and media industry by providing a level playing field in the sector for all players to compete and to ensure effective utilization of national ICT, media infrastructure and resources. The proposal was developed in consultation with all the stakeholders and based on independent review by experts from the International Telecommunication Union (ITU).

The proposal defines autonomy as the independence of the Authority to utilize part of fees and charges collected by the Authority and funds appropriated by the Ministry of Finance to finance its strategic plan, outcomes, programs and development of institutional competence without being constrained by conditions of the Government budgetary appropriations and allocation of human resource.

- b) **Proposal for the New Division of the Authority:** In keeping with the Authority’s commitment to promote a culture of innovation and strategic planning of its programmes and activities, a proposal to create a new division, ***“Market Intelligence and Strategic Planning”*** was proposed with the specific function to carryout planning and research on all policy and regulatory matters. The proposal containing the objectives and justifications for the creation of the division including the need for additional staffs in the division submitted to the Royal Civil Service Commission is still pending.

- c) **Research on Problems associated with the Selected Entertainment Places in Thimphu:** The Authority conducted a study to validate and understand the nature of problems alleged against entertainment places. The study used multiple questionnaire survey to cover the proprietors and the employees of the entertainment, and the general public. The focus of the study were the drayangs, discotheques, and snookers.
- d) **Policy Review and Compilation of Comments:** The Authority reviewed and submitted its comments on the draft Enterprise Registration Bill (Ministry of Economic Affairs); Policy Document on the formation of Bhutan Media Council; and the Draft Film Policy and the Right to Information Bill.
- e) **Frequency Band Plan for use of Worldwide Inter-operability for Microwave Access (WIMAX):** In March 26, 2013, the Authority floated a consultation paper titled "Frequency Band Plan for the Use of Worldwide Interoperability for Microwave Access (WIMAX)" technology in Bhutan and was approved and adopted on 30th April 2013. The paper was signed and sealed on 19th July 2013.
- f) **Third Generation (3G) Mobile Communication System:** The paper on "The Frequency Band Plan for 850 MHz for use by third Generation (3G) Mobile Communication System in Bhutan" which was adopted on 10th October 2012 was signed and sealed on 19th July 2013.
- g) **Draft Regulation on Appointment of Members and Code of Practice for Registration of Subscriber Identity Module (SIM) Cards:** Regulation for Appointment of Members of the Authority and Code of Practice for Registration of Subscriber Identity Module (SIM) Cards by the Service Providers and related stipulations were drafted. The Code of Practice for Registration of Subscriber Identity Module (SIM) Cards by the Service Providers and related stipulations were approved, published and being implemented.
- h) **Study on Digitization of Cable TV network** and way forward for implementation of services was commissioned.
- i) **Nationwide Networking of Cable Television through Fiber Optic:** Proposal for the Nation wide Networking of Cable Television through Fiber Optic was prepared and published on the Authority's website for comments and feedbacks on 8th August 2013.

- j) **Draft Rules Governing Places of entertainment:** The Authority completed the drafting of the Rules Governing Places of Entertainment. The drafting involved extensive consultation meetings with the stakeholders.
- k) **Paper on Direct –to- Home (DTH) users in the country:** The Authority conducted a study on the legality of the use of DTH including the extent of DTH use in the country to establish facts and to recommend a way forward to be considered by the Royal Government to resolve pertinent legal and regulatory issues.

Table 4: Summary of DTH users by Dzongkhags

DZONGKHAGS/STATUS OF DTH	PRESENTLY IN USE	PRESENTLY NOT IN USE	TOTAL
Trongsa	121	93	214
Mongar	206	24	230
Tsirang	201	24	225
Dagana	574	23	597
Samdrupjongkhar	357	5	362
Zhemgang	40	12	52
Paro	33	0	33
Pemagatshel	188	40	228
Haa	63	0	63
Gasa	95	8	103
Wangduephodrang	257	17	274
Chhukha	241	17	258
Sarpang	77	124	201
Punakha	87	46	133
Lhuentse	137	36	173
Bumthang	232	1	233
Samtse	1295	3	1298
Trashigang	163	78	241
Trashi Yangtse	248	13	261
Thimphu Thromde and Extended Areas	241	18	259
TOTAL	4856	582	5438

CHAPTER FOUR REVENUE AND EXPENDITURE

1. Revenue Accounts of the Authority

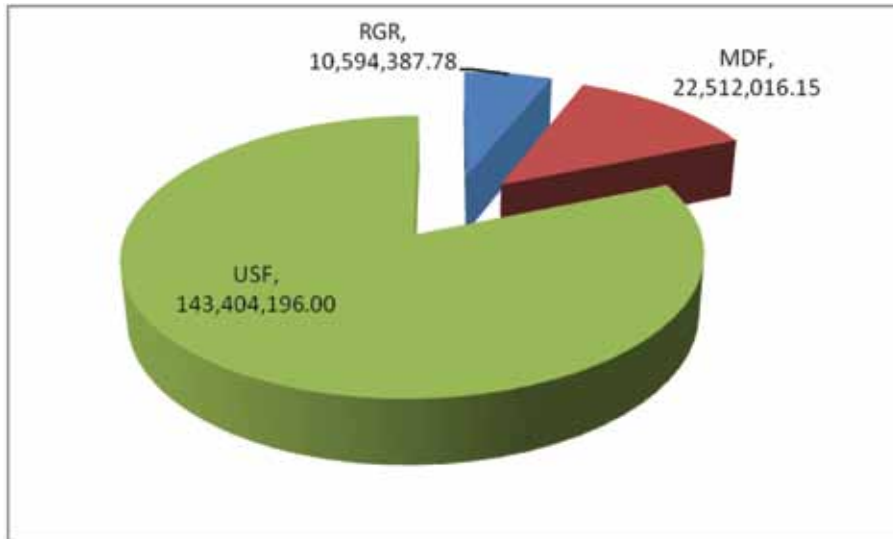
The earnings of the Authority are deposited in two accounts viz. CD 20700220291400019 and RGR42/20200220265100011.

The CD account contains two funds viz. Universal Service Fund (USF) and Media Development Fund (MDF). The category of collections that are deposited in these three respective revenue heads is shown in the table below:

Revenue Heads	Category of Collections
RGR	VSAT Permit Fee
	ISP License Fee
	ICT Dealership Permit Fee
	SITA Permit Fee
	Radio License Fee
	Amateur License Fee
	Cable TV Licence Fee
	Publishing License Fee
	Printing License Fee
	Books Registration Fee
	Broadcasting(Radio Station) Fee
	Newspaper Publishing License Fee
	Entertainment License Fee
	Entertainment Permit Fee
Fines & Penalties from above	
MDF	National Film Permit Fee
	National Journalist Accreditation Fee
	International Film Permit Fee
	Ad-hoc Journalist Accreditation Fee
USF	ICT Service/Facility License Fees

The figure below shows the revenue in the three different accounts of the Authority at the end of June 2013.

Figure 8: Revenue Balance in different accounts at the end of June

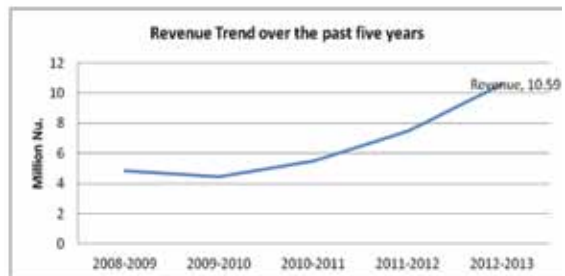


2. Revenue

The revenue for the Authority is from the licence and permits fees collected for the various activities. The main source of revenue is the Licence fees from the two mobile operators and radio spectrum usage in the country. The revenue from

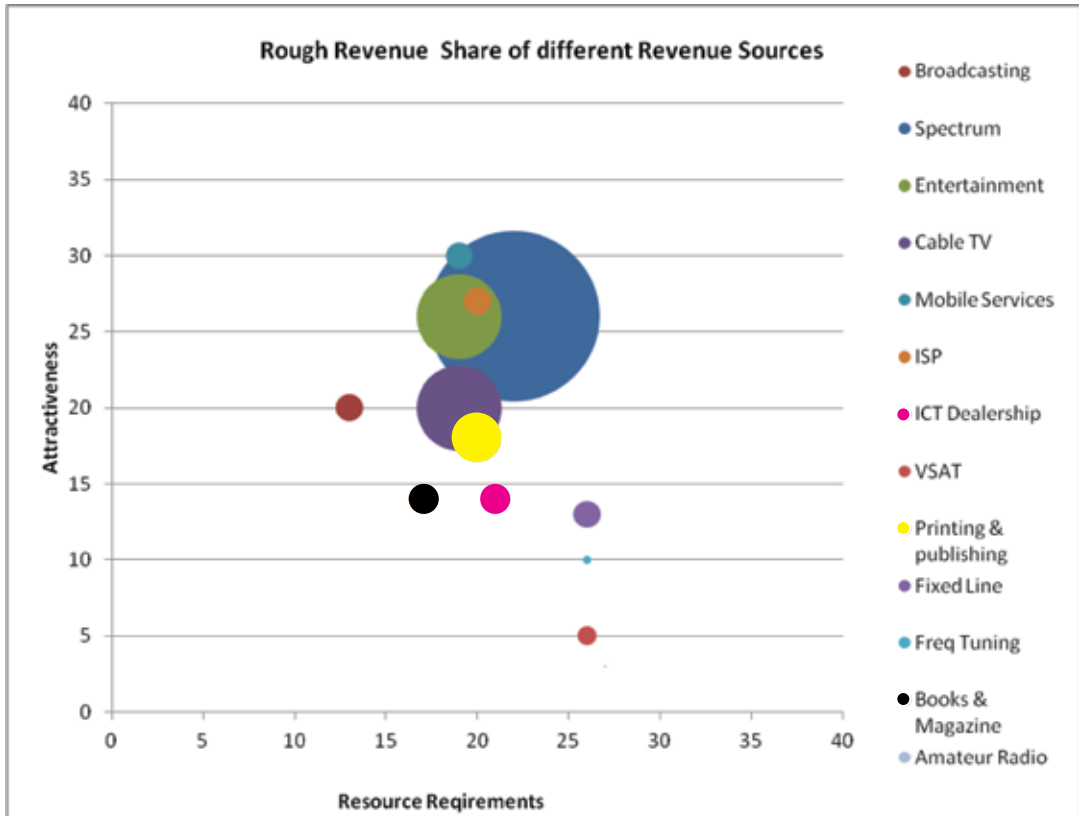
the entertainment industry is also growing with the increasing number of applicants for entertainments. The figure below illustrates the trend in revenue collection over the past five years. The figure shows only the revenue in the RGR account.

Figure 9: Revenue Trend over the Past Five Years



The figure below shows the revenue share from the different revenue sources measured with respect to its resource requirements and attractiveness of the revenue source. The size of the circle represents its revenue (bigger the size the higher the revenue share). The main source of revenue is from the spectrum fee.

Figure 10: Revenue Share of different Revenue Sources

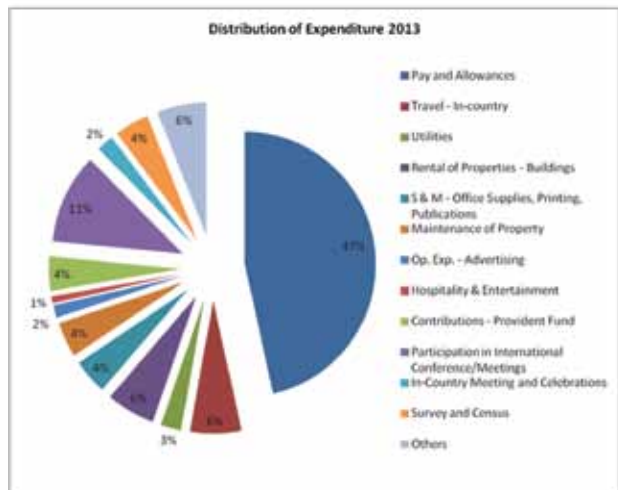


The detail statement of RGR, MDF & USF collections, deposits & payments for FY 2012-2013 is in Annexure 10.

3. Expenditure

A review of the expenditure statement of the past five fiscal years shows that a major area of Authority’s expenditure is on salary and allowances for its employees. As apparent from the chart below, more than 43% of the total budget was allocated for pay and allowances every financial year in the past five years.

Figure 11: Distribution of Expenditure



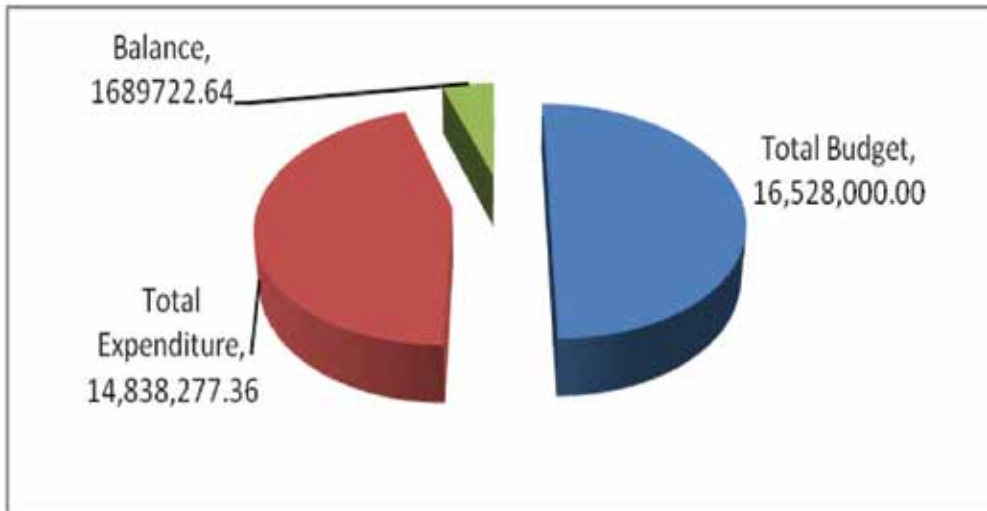
The expenditure statement is in Annexure 11.

4. Financial Performance

The following figure shows the Authority's financial performance during the financial year

2012-2013. Financial Performance of the Authority = $\frac{14,838,277.36}{16,528,000} \times 100 = 89.78\%$.

Figure 12: Financial Performance of the Authority during 2012-2013



CHAPTER FIVE HUMAN RESOURCE MANAGEMENT

1. New Recruitments

The figure below shows the list of new recruitments in the authority in different divisions:

Table 5: New recruitments of the Authority in 2013

Sl. No	Name	Designation	Date of Appointment	Division
1	Chimi Dorji	Asst. Research Officer	1st January 2013	Research
2	Yangka Pem	Asst. Information and Media Officer	1st March 2013	Media
3	Thinley Zangmo	Asst. Information and Media Officer	1st March 2013	Media
4	Singye Choden	Asst. Information and Media Officer	1st March 2013	Media
5	Pema Wangmo	Asst. Communication Officer	1st March 2013	Radiocom
6	Younten Dolma	Asst. Communication Officer	1st March 2013	Telecom

2. Inter-Organization Transfer and Replacements

The table below presents the list of transfer and replacements of the staff in the authority in 2013.

Table 6: Transfers and Replacements

Sl. No	Name	Designation	Division	Transferred to	Replaced by
1	Sangay Zam	Asst. Communication Officer	Telecomm	MoEA	Yonten Dolma
2	Sonam Penjor	Dy. Chief Accountant	AFD	MoH	Phuntsho Zangmo

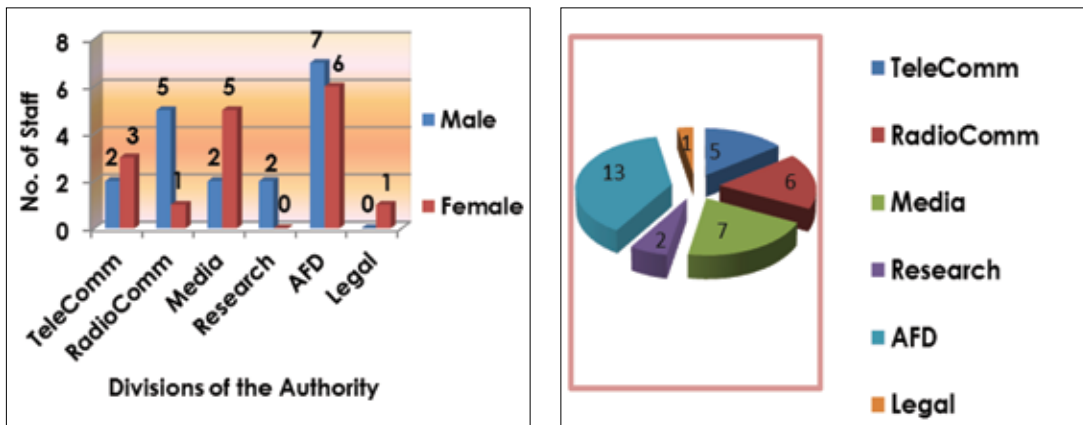
3. Overall Staff Strength

The five broad divisions namely; TeleCommunications, RadioCommunications, Media, Administrative and Finance, Market Intelligence and Strategic Planning (proposed new division) headed by the respective division Chief each and a separate Legal Unit make up the

overall functional divisions of the Authority. The Authority is headed by the director, who directs and manages the regulatory functions of the Authority.

The staff strength of the Authority as of December 2013 was 34 out of which 16 are female and 18 male. Mrs. Tshewang Choden, Assistant Research Officer and Mrs. Ambika Gurung, Senior Communications Supervisor are on study leave.

Figure 13: Staff of the Authority



4. Management and Inter Office Meetings

In order to enhance effective decision making and build on the organization capacities, the Authority instituted monthly inter-office meetings involving all the employees of the Authority; and weekly Management meeting of the Chiefs of the programme divisions to continuously monitor the performance and enhance division specific responsibilities.

5. Trainings

The Authority encourages its staff to attend trainings, workshops, seminars and meetings in Bhutan and abroad as well based on the relevance and usefulness to their professional responsibility. The Authority believes in providing continuous trainings and development opportunities to the staff as a means to improve and enhance the capacity development of the Authority.

CHAPTER SIX WAY FORWARD PLANS

1. Improvement on Online Licensing System

As the number of online applicants increased, a number of limitations of the systems was also identified. At times applicants confronted with the functional limitations while some complained that the system is complicated and needed simplification.

Simplifying the application process was identified as one of the key area requiring improvement. To further ease the tracking procedure, integrating the system with the Census database is also being considered. This will enable the system to automatically complete the details of the applicant once the Citizenship Identity Card number is typed. Additional option for the applicant to upload the approved documents from the local authority rather than processing the approval online may also be beneficial.

Enhancing user-friendliness of the system, incorporating various reporting features, sending SMS alert to Dzongkhag/Thromde focal person about the application received, auto generation of the licence and permit, interface for dealing officials to migrate data, officiating functionality and other such features will be given due importance whereby encouraging more users of the system. The ultimate vision of the system is to enable integration of this system with other information systems in the country.

2. Proposal for the proposed Public Protection and Disaster Relief (PPDR) Regional Harmonization

The Public Protection and Disaster Relief (PPDR) Regional Harmonization frequencies which are: 406.1 – 430 MHz, 440 – 470 MHz, 806 – 824/851 – 869 MHz, 4940 – 4990 MHz, 5850 – 5925 MHz Region three (3) PPDR frequencies are: 380 – 400 MHz, and 746 – 806 MHz dated 8th July 2010 at Tehran, Islamic Republic of Iran is under study by the APT, the outcome which will be finalized by the South Asia Telecommunication Regulatory Council (SATRC) Working Group- Spectrum (WG-SPEC).

3. Enhancement of Cable Television Services

The Authority aspires to enhance the cable television services to include other ICT ser-

vices in the near future. The Authority hopes that the result of the cable TV survey and the detailed study commission to an independent consultant will present a detailed information and roadmap for enhancing the Cable Television Services, its converging technology to meet the demands of the changing business model.

4. Monitor, Inspect and Collect Data from Book Stalls

To streamline the sale or distribution of books in Bhutan whether published within Bhutan or otherwise as per section 95, of the Bhutan Information, Communications and Media Act 2006, the Authority will take initiative to register books whether published in Bhutan or abroad with the Authority, institute a system to facilitate the registration process and to make the registration of books available to all the public for reference. The Authority in collaboration with various agencies regulating the entry of goods and services at various check- points will institute an annual audit of compliance to ensure that the voluntary registration system is being fully complied with.

5. Compliance Monitoring

With the enhancement of the capacity of the Authority including the publication of the regulations and rules, the Authority is confident that the compliance monitoring of the ICT and media facility will become efficient and effective.

ANNEXURE

Annexure 1: List of National Films Reviewed

SL No	Name of the Film	Production Company	Name of the Producer	Date	Rating
1	Karma	MPC Bhutan Entertainment	Pema Tshering and Karma Tshering	9/3/2013	U
2	Phurba Thinley	Yangchen Pictures	Yangchen	5/3/2013	U
3	Lok Wong Na	Jetsuen Jampelyang Production	Leki Tshering	2/3/2013	U
4	Arrows of Thunder Dragon	Thunder Dragon Media	Tshering Dorji	28/3/2013	U
5	Sorry Wai-Gom Mathrey	Singyel Pictures	Tshering Wangyel	30/3/2013	U
6	Drazin Lhamo	Yoed-dhen Pictures	Lobzang Tenzin	30/3/2013	U
7	Miss Kota	Yarab Productions	SonamYangzom Singye	26/6/2013	U
8	Sung Na Oie	Phuntshok Odzer Production	Nima Sangay	24/8/2013	U
9	Ngi Lopen Ngi Zamling	Future Films Production	Pema Sonam	14/9/2013	U
10	Acho Kelden	Palden Lhamo Productions	Penjor Gyeltshen	24/9/2013	U
11	Selzin	Dhunyel Quenselma Pictures	Tandin Bida	2/11/2013	U
12	Chuut Wai	Clear Light Productions	Phuntshok Rabten	16/11/2013	U
13	Shadows	Happy valley Entertainment	Tshering Dorji	8/12/2013	U
14	Sakteng Metok	DTS Entertainment	Dorji Pem	25/12/2013	U
15	Rewa (Documentary)	Clear Light Productions	Tandin Phuntsho	11/06/2013	U
16.	Muenpai Zamling (Documentary)	Tharlam Rabsel Production	Shacha Wangchu	30/06/2013	U

Annexure 2: International Documentary Film Reviewed -2013

Sl. No	Project Title	Company/Address	Travel Agency in Bhutan
1	Fund raising for RGoB- UNICEF	UNICEF	UNICEF office
2	Nippon Mumei Ijinden	Dynamite Revolution Company	Authentic Bhutan Tours
3	Bhutan, Yety's Enigma	Zankar Film	Blue poppy tours and treks
4	Bhutan between Myth, Reality and Belief	France television	Bhutan Lakhor T & T
5	Bhutan from tradition to modernity	France television	Bhutan Lakhor T & T
6	Select to change the world- Bhutan Travel	ESB, South Korea	TCB
7	Kingdom of happiness	CBC/ Radio Canada titled	Bhutan Nomad adventure
8	Asian Food Journey in Bhutan	Suisaisha Co. Ltd	Zhidey Bhutan T & T
9	Zommige Groeten	deMESSEN	Etho Metho T & T
10	Faut Pas Rever	France television	Etho Metho T & T
11	The King of Adventure	Happy Holiday	Happy Holiday
12	Nuffic Video	Lokaalmondiaal	BBSCl
13	Asia Insight	ortus japan	Authentic Bhutan Tours
14	Pima in Bhutan	Alere Inc	Bhutan Dynasty
15	Democracy blooms on mountain	ARD-first German Television	Authentic Bhutan Tours
16	Joseph Rosendo's % Travelscope	Travelscope	Bhutan Friendship Holiday
17	GNH education In Bhutan	TV Tokyo	Bhutan Friendship Holiday
18	World connect- Asia connect	Thai Channel News 3	Bhutan Gaki Travels
19	Fam Documentary	Parking-lot production	Yangphel adventure
20	Global Eco Award	COCOLO CO. LTD	Zhidey Bhutan T & T
21	Discovery of the world's Mysteries	TV MAN UNION, INC	Bhutan Kaze tours and treks
22	Professional	NHK	JOJO's Adventure
23	World Theme Travel	Korea educational Broadcasting system	Bhutan Hannah Tours
24	The King and I	Seoul Broadcasting System	Tashi Tours and Travel

Annexure 3: VSAT users in Bhutan

Sl. No	Name of the Organization	Renewal Date
1	Liaison office of Denmark	20 Sept 2014
2	WHO Country office	4 Nov 2014
3	Druk Punjab National Bank	10 Dec 2014
4	Embassy of India	30 May 2014

Annexure 4: List of ICT dealerships in Bhutan

Sl. No	Name of the Organization	Equipments	Issued on	Status	Valid till
1	iDruk	Alinco, Icom, M-Tech, Kenwood, Vertex & Broadcom	26 July 2011	Renewed	26 July 2014
2	Geserling Enterprise	SIMOCO and HYTERA equipment's	25 Nov 2013	Renewed	25 Nov 2014
3	Continental Bhutan Enterprise	KOMATSU	8 Oct 2012	Renewed	8 Nov 2014
4	M/s USD Enterprise	ICOM and Kenwood	16 Aug 2012	Renewed	15 August 2014
5	Bhutan Vision Communication	SIMOCO	3 Sept 2013	Renewed	4 Sept 2014
6	G4S Security Clearance		5 April 2012	Renewed	16 March 2014
7	Dhensang Thruelrig	Vertex	10 July 2013	Renewed	10 July 2014
8	Tshomo Geo Tech Enterprise		18 March 2013	Renewed	6 Feb 2014
9	Ugyen Trading House			Expired	9 March 2013

Annexure 5: List of entertainment licences Issued till 2013

TYPES AND NUMBER OF ENTERTAINMENT LICENSES ISSUED							
Sl. No.	Dzongkhags	Drayangs	Discotheques	Karaoke/ Live Music	Cinema Halls	Snookers	Video Game
1	Bumthang	4	4	2		10	3
2	Chhukha	6	1	6		7	3
3	Gasa					2	
4	Haa	1				2	1
5	Monggar					3	2
6	Paro	5	2	2	2	17	5
7	Pemagatshel				1		
8	Punakha	2	2			5	1
9	Samtse					4	4
10	Sarpang	1	1			1	4
11	Thimphu	13	8	18	5	36	37
12	Trashigang					4	3
13	Trashiyangtse					1	1
14	Trongsa					1	
15	Tsirang					3	
16	Wangduephodrang	2	3	1		11	5
17	Zhemgang					3	2
	TOTAL	34	21	29	8	110	71

Annexure 6: List of Books Registered

Sl. No	Name of the Book	Name and Address of the Publisher	Date of Registration	Registration No.
1	Pocket Pictorial Dzongkha Dictionary	DSB Publication	25/01/2013	
2	Thagzo: Textile Weaves of Bhutan	Royal Textile Academy	15/01/2013	
3	The Dragon Finds its Voice	Bhutan Observer Pvt. Ltd	30/01/2013	
4	1. Self-help grammar exercise book for class IV 2. Self Help Grammar exercise book for classes V and VI	Mr.Dorji Wangdi, Babesa Primary School, Thimphu	29/03/2013	305000035
5	Zang Ngen Tawai Melong	Mr.Tshering Wangchuk, Womling, Shingkhari, Zhemgang	29/03/2013	305000032

6	The written but unread stories	NamkhaWangdi, Kangpar Lower Secondary School, Thrimshing, Trashigang	09/04/2013	305000033
7	Religious ways of life (Dzongkha)	Dorji Gyeltshen, Jungzhina, Thimphu	01/05/2013	305000034
8	A book of Lamps: Journey of Education in Bhutan	Nidup Dorji, Thimphu	13/05/2013	305000039
9	Introduction to Vaishnavism: A revered Hindu tradition	The Second Floor (56 Jatin Das Road, Kolkata) C/O Achyut Bhandari	14/05/2013	305000040
10	Myth and Memory: Untold Stories of Bhutan	Bhutan Publishing House (Tshering Tashi)	27/05/2013	305000041
11	A Complete Solution to RCSC	Bhutan Observer	14/06/2013	305000042
12	Voyager	InfoSoft Publication	25/07/2013	305000043
13	1. Mipham's Dialectics and the Debates on emptiness 2. The Successors of Zhabdrung Ngawang Namgyel 3. Enchanted by Bhutan	Riyang Books	31/07/2013	305000044
14	Pulses of Reality	ThinleyPelbar Publishers	06/08/2013	305000045
15	Life's Tapestry	Kuensel Corporation Ltd	08/08/2013	305000046
16	Democracy in Bhutan	Gyambo Sithey	16/08/2013	305000047
17	The Narratives of Sangay Chenzom and Jalu Repa	Kuensel Corporation Ltd	02/08/2013	305000048
18	At the heart of the Kingdom: 205 Gups and Gewogs	BMS	17/09/2013	305000049
19	Reliving, Songs of my heart, Eight Pillars of success	KMT Publishers	25/09/2013	305000050
20	The Night Hunters, a collection of short stories	Druk Yodzer	31/10/2013	305000051
21	Bubbles of Creation	Thinley Pelbar Publishers	27/11/2013	305000052
22	Colors of Bhutan, Authentic Bhutanese Cook Book and Bhutan Portraits and Landscape	Jomo Publications	5/12/2013	305000053
23	Bhutan Yellow Pages	Jomo Publications	5/12/2013	305000054
24	School Leadership and Development	Bhutan Media Services	10/12/2013	305000055
25	A Pictorial book of the ornamental Plant and Orchids of Royal Botanical Garden	National Bio-Diversity Centre	12/12/2013	305000056
26	Kebu Dampa Namsum Gi Togjoed	Tshokey Dorji Foundation	18/12/2013	305000057
27	Phallus : Crazy Wisdom from Bhutan	Butter Lamp Publisher	24/12/2013	305000058
28	A Clear Mirror of Dzongkha Homophone	Mr.Tsagay	27/12/2013	305000059

Annexure 7: List of Publishing License Issued in 2013

Sl. No.	Name of the Applicant	License Number	Type	Date of Issue
1	Royal Textile Academy	304000016	Individual Publisher	15/01/2013
2	Sonam Chopel	304000017	Individual Publisher	04/02/2013
3	Dorji Wangdi	304000018	Individual Publisher	29/03/2013
4	Tshering Wangchuk	304000019	Individual	29/03/13
5	Namkha Wangdi	304000020	Individual	09/04/2013
6	Dorji Gyeltshen	304000021	Individual	01/05/2013
7	Nidup Dorji	304000022	Individual	13/05/13
8	Gyambo Sithey	304000023	Individual	16/08/2013
9	Tshokey Dorji Foundation	304000024	Individual	18/12/13
10	Mr. Tsagay	304000025	Individual	27/12/13
11	PT Printing and Publishing	302000006	Publishing House	15/05/2013
12	Bhutan Observer	302000007	Publishing House	01/05/2013
13	DSB Publisher	302000008	Publishing House	03/08/2013
14	Jomo Publications	302000009	Publishing House	16/10/2013
15	Butter Lamp Publishers	302000010	Publishing House	13/12/2013

Annexure 8: Statistics on Radio Stations and Newspapers

Sl. No.	Name of the Applicant
1. BBS Radio	1. Kuensel(Daily)
2. Kuzoo FM Radio	2. Bhutan Times(Weekly)
3. Centennial Radio	3. Bhutan Observer(Weekly)
4. Radio Valley	4. Bhutan Today(Bi-Weekly)
5. Radio Waves	5. Business Bhutan(Weekly)
6. Sherubtse Campus Radio	6. The Journalist(Weekly)
7. Yiga FM Radio	7. Druk Nyetshuel(Weekly)
	8. Druk Yoedzer(Weekly)
	9. Druk Melong(Weekly)
	10. Gyalchi Sarshog(Weekly)
	11. The Bhutanese(Bi-Weekly)

Annexure 9: Acts/Regulations/Rules/Codes in place

Sl. No	Name of the Act/ Regulation/ Rule/Code	Year of Enactment/ Commencement
1	Bhutan Information, Communications and Media Act 2006	5th July 2006
2	Regulation governing Accreditation of Journalist	18th April 2007
3	Bhutan Filming Regulation	22nd March 2007
4	Rules governing printing presses, Books and Newspapers	31st July 2008
5	Code of Ethics for Journalist	7th March 2007
6	Rules Governing Examination and Certification of Films	31st July 2008
7	Rules on Content	28 th December 2009
8	Rules for National Film Review Board	7th Aug 2009
9	Filming Guidelines and Code of Practice	7th Aug 2009
10	Rules on the provision of ICT facilities and ICT services	22nd April 2008
11	Rules governing the establishment and administration of the media fund	2010 May
12	Regulation on Places of Entertainment	2009
13	Tariff Order	2009
14	Telecommunication Tariff(First Amendment) Order	1st July 2012
15	Guidelines on issuance of ICT dealership Certificate	2010 February
16	Codes of practice on Registration of SIM(Subscriber identity module)cards	19th March 2014
17	ICT equipment dealer regulation	2010 February
18	Rules Governing the Establishment and Administration of the USF	2010 May
19	Application guidelines on obtaining ICT facilities based and service based licence	
20	Code of Practice for Short Messaging Service Cell Broadcast Service	1st Aug 2011
21	National Radio Rules	2011 October
22	Rules for the Operation of Commercial Cable Television	2011September
23	Rules on Infrastructure Sharing: Electricity Poles by the Commercial Cable Television Operators	2012 March
24	Frequency Band Plan for the use of Worldwide inter-operability for Microwave Access Technology in Bhutan	2013 April
25	Frequency Band Plan for 850 MHz Deployment in Bhutan	2012 October
26	Rules governing Places and Programmes of entertainment	2014

Annexure 10: RGR, MDF & USF statement of collections, deposits & payments for FY 2012-2013

Revenue Head	Category of Collection	Opening Balance (Nu)	Collections (Nu)	Deposits/ Payments (Nu)	Balance	Remarks	
	VSAT						
	ISP Licences						
	ICT Dealership						
	SITA Permit fee						
	Radio Licence						
	Amateur Licence						
	Cable TV						
	Publishing Licence		10,594,387.78	10,594,387.78		Total RGR Collections is equal to Total RGR deposits	
	Printing Licence						
	Book Registration						
	Broadcasting						
	Newspaper Publishing						
	Entertainment Licence						
	Entertainment Permits						
	Fines and Penalties						
	National Film Permit Fee						
	National Journalist Accreditation Fee	20,420,882.66	5,841,682.49	3,750,549.00	22,512,016.15		
	International Film Permit Fee						
	Adhoc Journalist Accreditation Fee						
USF	ICT Facility/Service Licence Fee	116,562,006.00	126,912,520.00	100,070,330.00	143,404,196.00		Bank Balance as of 30th June' 2013
	TOTAL	136,982,888.66	143,348,590.27	114,415,266.78	165,916,212.15		

Annexure 11: Budget and Expenditure Statement for FY 2012-2013

SP	AC	SAC	FIC	OBC	OBC Classifications	Revised Annual Budget (Nu)	Annual Expenditure	Annual Budget Balance
001					GENERAL ADMINISTRATION & DIRECTION SERVICES			
	001	01			SECRETARIAT SERVICES			
					ADMINISTRATION AND MANAGEMENT SERVICES			
			0001		RGOB Financing			
				01.01	Pay and Allowances	6,835,000.00	6,742,166.80	92,833.20
				02.01	Other Personnel Emoluments	195,000.00	195,000.00	0.00
				11.01	Travel - In-country	941,000.00	919,419.60	21,580.40
				12.01	Utilities -Telephones, Telex, Fax, E-mail, Internet	424,000.00	216,965.50	207,034.50
				12.02	Utilities -Telegram, Wireless Transmission, Postage	108,000.00	101,200.00	6,800.00
				12.03	Utilities - Electricity, Water, Sewerage	120,000.00	47,296.00	72,704.00
				13.01	Rental of Properties - Buildings	873,000.00	872,412.00	588.00
				14.01	S & M - Office Supplies, Printing, Publications	650,000.00	625,066.45	24,933.55
				15.02	Maintenance of Property - Vehicles	552,000.00	534,674.01	17,325.99
				15.05	Maintenance of Property - Equipment	90,000.00	86,810.00	3,190.00
				17.01	Op. Exp. - Advertising	360,000.00	220,640.00	139,360.00
				17.02	Op. Exp. - Taxes, Duties, Royalties, Handling Charges, Bank Charges	2,000.00	400.00	1,600.00
				18.01	Hospitality & Entertainment	120,000.00	120,000.00	0.00
				24.03	Contributions - Provident Fund	610,000.00	603,305.00	6,695.00
				25.01	Retirement Benefits	207,000.00	205,412.00	1,588.00
				54.01	Furniture	36,000.00	36,000.00	0.00
				54.02	Office Equipment	218,000.00	217,000.00	1,000.00
				54.03	Computers & Peripherals	240,000.00	233,100.00	6,900.00

				Total Sub-Activity			
				Total Current:-	12,087,000.00	11,490,767.36	596,232.64
				Total Capital:-	494,000.00	486,100.00	7,900.00
				Grand Total:-	12,581,000.00	11,976,867.36	604,132.64
		02		PARTICIPATION IN INTERNATIONAL CONFERENCE/MEETINGS	1,597,000.00	1,592,385.00	4,615.00
			0001	RGOB Financing			
			11.02	Travel - Outside Bhutan			
				Total Sub-Activity			
				Total Current:-	1,597,000.00	1,592,385.00	4,615.00
				Total Capital :-	0.00	0.00	0.00
				Grand Total :-	1,597,000.00	1,592,385.00	4,615.00
		03		MEDIA SERVICES			
			0001	RGOB Financing			
			17.08	Op. Exp. - In country Meetings and Celebrations	150,000.00	150,000.00	0.00
			17.09	Op. Exp. - Survey/Census	462,000.00	239,820.00	222,180.00
			55.01	Professional Services	200,000.00	125,000.00	75,000.00
				Total Sub-Activity			
				Total Current:-	612,000.00	389,820.00	222,180.00
				Total Capital :-	200,000.00	125,000.00	75,000.00
				Grand Total :-	812,000.00	514,820.00	297,180.00
		04		TELECOMM SERVICES			
			0001	RGOB Financing			
			17.08	Op. Exp. - In country Meetings and Celebrations	150,000.00	80,917.00	69,083.00
				Total Sub-Activity			
				Total Current:-	150,000.00	80,917.00	69,083.00
				Total Capital :-	0.00	0.00	0.00
				Grand Total :-	150,000.00	80,917.00	150,000.00
		05		RADIOCOMM SERVICES			
			0001	RGOB Financing			
			15.01	Maintenance of Property - Buildings	190,000.00	135,288.00	54,712.00

			15.09	Maintenance of Property - Water supply, Sewerage, Playfield	50,000.00	987.00	49,013.00
			17.08	Op. Exp. - In country Meetings and Celebrations	120,000.00	77,251.00	42,749.00
			17.09	Op. Exp. - Survey/Census	648,000.00	376,762.00	271,238.00
				Total Sub-Activity Total Current:-	1,008,000.00	590,288.00	417,712.00
				Total Capital :-	0.00	0.00	0.00
				Grand Total :-	1,008,000.00	590,288.00	417,712.00
		06		RURAL COMMUNICATION PROJECT (USF)			
			2503	Universal Service Fund			
			17.08	Op. Exp. - In country Meetings and Celebrations	216,000.00	83,000.00	133,000.00
			51.08	Exp. on Structure - Others	121,000,000.00	100,070,330.00	20,929,670.00
				Total Sub-Activity Total Current:-	216,000.00	83,000.00	133,000.00
				Total Capital :-	121,000,000.00	100,070,330.00	20,929,670.00
				Grand Total :-	121,216,000.00	100,153,330.00	21,062,670.00
				GENERAL PROVISION FOR NEW APPOINTMENTS			
			0001	RGOB Financing			
			26.01	General Provisions	164,000.00	0.00	
				Total Sub-Activity Total Current:-	164,000.00	0.00	164,000.00
				Total Capital :-	0.00	0.00	0.00
				Grand Total :-	164,000.00	0.00	164,000.00
				Total Activity :- Total Current :-	15,834,000.00	14,227,177.36	1,606,822.64
				Total Activity :- Total Capital :-	121,694,000.00	100,681,430.00	21,012,570.00
				Total Activity :- Total :-	137,528,000.00	114,908,607.36	22,619,392.64



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