

Quarterly Report on Cable Television Service



འབྲུག་གཞན་པོའི་མཐོ་རིམ་གྱི་འགྲུལ་འཕྲིན་དང་མཐོ་རིམ་གྱི་འགྲུལ་འཕྲིན་གྱི་འཕུལ་སྤྱོད་ལྷན་ཁང་།

Bhutan InfoComm and Media Authority

Royal Government of Bhutan

(January - March, 2023)

Table of Content

1. Background	3
2. Monitoring Visits	4
2.1 <i>Monitoring visit to Trongsa Dzongkhag</i>	4
2.2 <i>Monitoring visit to Bumthang Dzongkhag</i>	9
2.3 <i>Monitoring visit to Mongar Dzongkhag</i>	6
2.4 <i>Monitoring visit to Lhuentse Dzongkhag</i>	12
2.5 <i>Monitoring visit to Trashigang Dzongkhag</i>	13
2.6 <i>Monitoring visit to Trashiyangtse Dzongkhag</i>	16
2.7 <i>Monitoring visit to Wangdue Phodrang Dzongkhag</i>	17
2.8 <i>Awareness and monitoring of ku band by the Team and other matters</i>	21
3. Complaint Received with and compiled by the Authority	24
4. Key Activities carried out by the Authority	28
5. Findings	29
6. Way Forward	29

Report on Cable Television Service (CATV)

1. Background

Television has become one of the most important parts of our life. With other mediums of communications like radio, newspaper, magazines, etc. Television is also one of the most impactful mediums. Television being an important medium for dissemination of the information and indispensable means of entertainment, its influences in the society are enormous. Although Bhutan introduced the television relatively later compared to the other parts of the world, it gained fast popularity in our society within the last two decades. Since Cable Television is an essential service, multi-services operators (MSOs) and the local cable operators (LCOs) have been asked to render consistent quality of service with minimum interruption at all times. Apart from the satellite network 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) the TV content distributors and our local cable operators (LCOs) to ensure uninterrupted Cable Television Services which is crucial for dissemination of important public information and entertainment. Currently, the cable industry in the country is under digitization and almost more than 91.09 % (of 89) of our local cable operators have connected to the MSOs and sourced their cable television contents from the MSOs while both the MSO are exploring towards catering the digital feeds to remaining LCOs who have not yet able to connect to the MSOs due to the lack of BTL P2P. As per the MSO license terms and conditions, MSOs have installed both the CAS and SMS system in the head office, that supports the accurate billing and collection system. NetCom has also integrated the different systems of LCOs with the MSO' system to make it one common central system for interoperability and working towards the remaining systems.

BICMA as the Authority, the cable television services provided in the country is also regulated and monitored by the Authority. Although there is no standard and equipment for the measurements to monitor the quality of cable services, the Authority carries out the monitoring visit to the various Dzongkhags and Gewogs regularly. The report contains the report from the field visit, complaints received with and compiled by the Authority. The report also contains the key activities carried out by the Authority for these three months (January-March, 2023) to enhance the effective and efficient delivery of cable television service in the country.

2. 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 along with two other divisions of the Authority made a field visit to Trongsa, Bumthang, Mongar, Lhuentse, Trashigang and Trashiyangtse Dzongkhags from 19th December,2022 to 17th January, 2023 to carry out the awareness and sensitization program on the digitization of cable television , rules and regulations of CATV.

The tour was also intended to monitor the control room of the local cable operator and to check if they have complied the sent directives vide letter no. BICMA-MCD/CATV/2022/1628 dated 23rd May, 2022 on migration to full digital signal and removal of the local dishes. It was also to meet with the LCOs and discuss the digitization status in the Dzongkhags and to create awareness on other services of the Authority (BICMA) and Ku-band 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 wayforward.

During the same quarter, the division also monitored the cable television services in the Wangdue Phodrang Dzongkhag from 7th- 12 March,2023.

2.1 Monitoring Visit to Trongsa Dzongkhag

1. Sheja Rabsel Cable Service



Figure 1. Control Room and service of Sheja Rabsel Cable Service in Langthel Gewog(Trongsa)

- The team met with the proprietor of Sheja Rabsel Cable Service and visited the analog control room located in Dangdung in Langthel Gewog, Trongsa.
- The proprietor informed the team that he couldn't source the signal from MSO because of the lack of digital equipment from the supplier.
- He is catering analog services to around 195 subscribers in Langthel Gewog.

- Currently he is providing around 30 channels including BBS 1, 2 & 3 and there are two staff members working including the owner.
- The cable operator was directed to source the signal as soon as possible to meet the digitization timeline and asked to submit the letter if he can't source on time.

2. Puensum Cable Service



Figure 2. Control room of PuenSum Cable Service in Drakten Gewog

- The team also visited and met with the LCO of Drakten Gewog.
- There was a full digital signal but there was also an analog station without cleaning from the control room. Therefore the team reminded the LCO to remove and make the control room clean.
- Puen Sum Cable Service is providing services to around 190 subscribers in the Gewog.
- Currently there were two technicians working with the cable service.

3. Thinley Rabten Cable Service



Figure 3. Control room of Thinley Rabten Cable Service (Trongsa Town)

- While monitoring the control room of Thinley Rabten Cable Service located in Trongsa Town, the team found that the digital signal was recently sourced from NetCom Bhutan but there were also analog signals given to the customers.
- It was informed to the team that there are around 300 subscribers catering services around Trongsa town.
- The team has observed that there are not enough staff and technicians working for the cable service.
- Currently there is only one technician and bill collector for Thinley Rabten Cable.
- Although the dishes were not in use for signal reception but unremoved from the area. Therefore, the team directed to remove the dishes from the location as it looks messy in the town.
- The staff of the Thinley Rabten informed the team that they are planning to shift the control room to a new area.
- The LCO was directed to maintain SLA and the complaint record as per the terms and conditions of the license.

4. Tangbi Cable Service



Figure 4. Control room of Tangbi Cable Service

- Tangbi Cable Service was fully digital with an analog station removed from the control room.
- The LCO was directed to clean all the dishes from the area and to keep only the dishes for BBS 1, 2 & 3 in case of an emergency.
- Currently, Tangbi Cable is catering services to around 200 subscribers.
- Similarly the LCO was directed to maintain SLA and the complaint record as per the terms and conditions of the license.

2.2 Bumthang Dzongkhag

1. Tashi Rabten Cable Service



Figure 5. Control Room of Tashi Rabten CS

- The team visited the control room of Tashi Rabten Cable Service located in Chumey Geowg.
- The analog station was removed and the signals were distributed fully digital.
- There were two staff working for the cable.
- The team was informed that there are no issues of Ku band distribution in the area.
- Tashi Rabten was catering to around more than 200 subscribers.

2. TD Cable Service



Figure 6. Cable Service of TD Cable Service in Choekhor Gewog

- The team visited the control room of TD Cable Service located in Kharsumphe, Chamkhar and there was a fully digital signal.
- The team was informed that there are two staff members working for TD Cable.
- Since the cable wire around the control room was not laid properly, the LCO was directed to remove and keep it clean.
- TD was catering services to more than 500 subscribers.

3. US Cable Service



Figure 7. Control room of TD Cable Service and sharing with UD Cable Service

- The US Cable Service is found to be sharing control room with TD Cable Service.
- Since there was no analog station in the control room, the signal was fully digital.
- Currently there are two staff members working for the cable service.

4. Gomchen Cable Service



Figure 8. Control room of Gomchen CS

- The team visited the control room of Gomchen Cable Service located in Choekhor Toe.
- The signal was sent fully digital and the analog station was removed from the control room.
- Gomchen is providing services to around 340 subscribers.
- There were two staff working with the cable service including the owner.

2.3 Mongar Dzongkhag

1. Gaden Cable Service



Figure 9. Control room of Gaden Cable Service, Gyelposhing

- The team visited and monitored the control room of Gaden Cable located in the Gyelposhing town.
- There were both analog and digital signals given to the subscribers during the visit but removed the analog station immediately after the visit.
- There were 140 subscribers.
- There was only one technician working with the cable service.
- The team directed the LCO to maintain SLA hereafter and to keep the record of the complaints received and resolved.

2. *Jangchubling Cable Service*



Figure 10. Control room of Jangchubling Cable Service, Gyelposhing

- The team visited the control room of Jangchubling Cable Service located inside the Gyelposhing Collage of Information Technology and found the analog station was removed.
- The signals were fully digital and the analog station was removed.

- They found that dishes were not in use and directed to keep only back up dishes for the BBS channels.
- There were around 300 subscribers and two staff working with them.
- The team directed to maintain SLA hereafter and to keep the record of the complaints received and resolved.

3. *Zhonggar Digital Cable Service*



Figure 11. Control room of Zhonggar Digital CS

- Zhonggar Digital Cable Service has sourced the signals from DrukMSO and provided them in fully digital.
- Currently he is catering services to around 100 subscribers in Mongar Gewog and one staff member working with the cable.
- There were no anlong stations and dishes found in the area.
- The LCOs have kept the STBs in stock. Since there are no more subscribers, he informed the team that he is also exploring providing the internet services to the subscribers.
- The team directed the LCO to maintain the complaint records and SLA as per the RR.

4. *KR Cable Service*



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- *Figure 12. Control room of KR CS*
- Similarly the team visited the control room of KR Cable Service located near the Mongar Dzong.
- It was found that the signals were provided in fully digital signal sourced from NetCom Bhutan.
- The LCOs were providing the services to around 1700 subscribers as per the SMS system.
- The team was informed that they have 5 staff working with the cable service.
- Dishes were not in use but unremoved from the surrounding areas. Therefore the team directed to remove the dishes and to keep only for the BBS channels for the backup. The SLA was being initiated to maintain the complaints records too.

5. Yeshi Darjeeling Cable Service



Figure 13. Control room of Yeshi Darjeeling CS located at Yadi town and sharing with Leki Choden CS of Thangrong and Chaskhar CS

- The team visited the control room of Yeshi Darjeeling Cable Service located in Yadi town and found that the analog station was removed. The signals were provided in fully digital.
 - There were around 150 subscribers and two staff working with the cable service.
 - Similarly, the dishes were also removed from the area. The LCO was directed to maintain complaint records and SLA as per the requirements.
- #### 6. Leki Choden Cable Service

- Thangrong Cable Service has sourced the signals from Yadi and the control room was shared with Yeshe Darjeeling Cable and Chaskhar Cable.
- Since the control room was in sharing, the signals were fully digital and catering the services to around 30 subscribers in Tharong Gewog.
- Leki Choden cable service has laid the fibre more than 20 KM from Chaskhar Gewog.

7. Chaskhar Cable Service

- Similarly, Chaskhar Cable was also taking signals from Yeshe Darjeeling Cable of Yadi.
- Currently he has laid around 12km of fibres from Yadi to Chaskhar and provided service to around 80 subscribers.
- Proprietor alone is managing the cable service. He was directed to maintain a complaint record and SLA too.
- The team also found the issues of dish TV in his cable reached areas.

8. *LT Cable Service*



Figure 14. Analog control room of LT CS located at Drametse

- The team also visited the control room of LT Cable Service located in Drametse.
- The signal was found in analog using the dish TV to downlink the channels and informed the team that he couldn't source the signal from MSO due to the financial problem.
- He was providing only 15 channels including BBS channels to around 70 subscribers.
- Currently cable service is managed by one staff only.
- Since his signals were still in analog, the LCO was directed to submit in written form to the Authority.

2.4 Lhuentse Dzongkhag

1. *Kuertop Cable Service*



Figure 15. Control Room of Kuertop CS

- The team visited the control room of Kuertop Cable located in Autsho.
- The signals were fully digital and no analog station was found.
- There were around 130 subscribers and only one staff working with the cable service.
- The team was informed that he could provide the service better after the digitization.

2. Namsel Norbu Cable Service

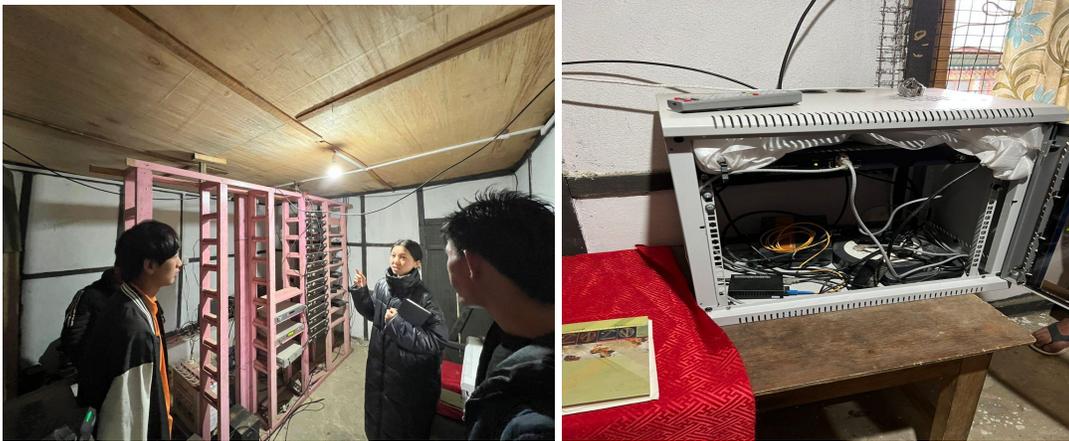


Figure 16. Control room of Namsel Norbu CS

- The team visited the control room of Namsel Norbu Cable Service located in Lhuentse town.
- There were around 120 subscribers and 2 staff working with the cable service.
- Although the dishes were not in use but kept unremoved from the control room area. Therefore the team directed to remove all the dishes and to keep only for the BBS reception.

2.5 Trashigang Dzongkhag

1. SC Cable Service



Figure 17. Control room of SC Cable Service(Khaling)

- The team visited the control room of SC cable located in Khaling.
- The signals were provided in fully digital and analog stations were removed from the control room.
- Similarly the dishes were also removed from the areas and kept clean.
- Currently, he is providing services to around 260 subscribers in Khaling Gewog along with one another staff working with him.

2. NP Cable Service



DATE: [] [] [] [] [] []

(For the Month of December 2022)

Receipt No: M303 to M400 = 98
M401 to M500 = 100
M501 to M600 = 100
M601 to M700 = 100
M701 to M733 = 33
431

S.No	Name of Location	As per Reg	Drs	Total	Remarks
1	Lower Market	56	11	67	
2	Shambhu College	11	20	31	
3	Upper Market	16	8	24	
4	Thangpa	26	5	31	
5	Bangthang	18	2	20	
6	Changpa	34	5	39	
7	Mertham	37	8	45	
8	Bhangra	20	8	28	
9	Kangthub	60	9	69	
10	Rangthang	60	8	68	
11	Licorony	42	7	49	
		530	99	629	

$431 \times 230 = 99,130 \times 30\% = 29,739$

Figure 18. Control room and subscriber's register book of NP Cable Service

- The team visited the control room of NP Cable Service located in Kanglung Gewog.
- The signals were fully digital and catering the services to around 431 subscribers as per the register book maintained by the LCO.
- There was also a signal from DrukMSO but not in use. He informed the team that they are waiting for the STBs for the distribution of DrukMSO's signal.

- Although the dishes were not removed from the surrounding areas, they were not in use. The team asked the LCO to keep only the dishes for the BBS channels.
- Currently there are three staff members working with the LCO.

3. *Sakteng and Jhomo Cable service*



Figure 19. Control room of Sakteng and Merak Cable Service of Rangjung

- Both Sakteng Cable Service and Jhomo Cable Service of Merak Gewog are taking signals from Trashigang Rangjung.
- The control room is shared with Tshering Norbu Cable Service of Trashigang.
- The signals were provided in fully digital and there were no dishes in use.
- Currently there are only each staff working with the cable service and catering services to Sakteng(80) and Merak Gewog(45) respectively.

4. *Tshering Norbu Cable Service*



Figure 20. Control room of Tshering Norbu CS (Trashigang Pam)

- The team visited the control room of Tshering Norbu Cable Service located in Trashigang Pam. Tshering Norbu CS has sourced signals from both the MSOs and distributed.
- The signals were fully digital. The dishes were unremoved from the surrounding areas but not in use.
- The team was informed that there are 6 staff working with the cable service.
- Tshering Norbu Cable was providing services to more than 600 subscribers.
- The LCO was directed to remove the dishes from the area and to maintain a complaint record and SLA.

5. *Kinga Cable service of Bartsham*

- Kinga Cable Service is sharing the control room with Tshering Norbu Cable Service and sourcing the signal from Trashigang Pam.
- Signals were provided in fully digital and no dishes were in use.
- There were only 2 staff members working with LCO.
- Currently the LCO was providing the services to around 100 subscribers in the Bartsham and Ramjar Gewog.

6. *Karma Zam Cable Service*



Figure 21. Control room of Karma Zam Cable Service(Wamrong town)

- The team visited the control room of Karma Zam Cable Service located in Wamrong Town. The signals were fully digital and one staff working with the cable service.
- The dishes were removed from the area and not in use.

2.6 Trashiyangtse Dzongkhag

1. *Gaki Phuntsho Cable Service*



Figure 22. Control room of Gaki Phuntsho Cable Service

- The team visited the control room of Gaki Phuntsho Cable Service located in Doksum town and catering the services to Doksum and Ramjar Gewog.
- The signals were fully digital and the analog stations were removed from the area. There were signals from both the MSOs.
- Owner alone of the cable is managing the service provision and catering services to around 400 subscribers.

2. Damnyen Cable Service



Figure 23. Control room and the cable service of Damnyen Cable Service

- The control room of Damnyen Cable was located in Trashiyangtse town. The signals were fully digital and the analog station was removed from the area. Similarly the dishes were also removed.
- Currently the service is provided to around 371 subscribers in the area and managed by 2 staff.
- Although they were accessed to the SMS system of the MSO, they are used only for the activation and deactivation purposes.
- The LCO was directed to maintain the SLA and complaint record hereafter.

2.7. Wangdue Phodrang Dzongkhag

1. TT Cable Service



Figure 1. Control room of TT Cable Service

- The team visited the control room of TT Cable Service located in the Bajo town. It was found that the analog station was still in function and found unremoved from the control room.
- As per the digitization dateline, the LCO were required to shut down the analog station by or before the digitization timeline. The team was informed that they couldn't remove it because people were reluctant to transition to digital and there are around 100 analog users currently.
- The dishes were found still unremoved but not in use.
- TT Cable Service is providing services to more than 600 subscribers and with 5 staff working with them.

2. Phuntsho Nagdhen Cable Service

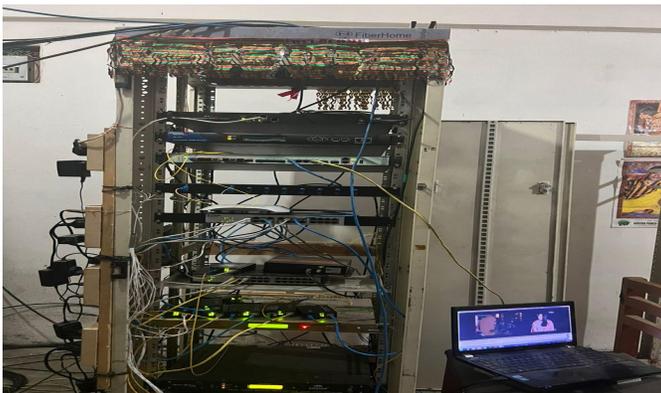


Figure 2. Control room of Phuntsho Nagdhen Cable Service

- While visiting the control room of Phuntsho Nagdhen Cable Service, it was found that the analog station was removed and signal was provided in fully digital.

- Currently, the cable operator is providing services to more than 600 subscribers in the Dzongkhag.
- There are 4 staff working with the cable service.
- The team also checked the quality of the service and found it good.

3. *Lhendrup Yarphe Cable Services(Samtengang)*



Figure 3. Control room of Lhendrup Yarphe Cable Service

- The team visited the control room of Lhendrup Yarphe Cable Service located in Samtengang under Nyisho Gewog.
- The cable services were fully digital sourced from NetCom Bhutan and no dishes were found in use. The LCO was also asked to keep the dishes for BBS channels as a backup signal.
- The cable service is looking after staff and providing services to more than 300 subscribers in the Gewog.
- The quality of services were found good and the STBs were in stock to supply as and when demands.

4. *Kuenphen Cable Service (Nobding)*



Figure 4. Control room of Kuenphen Cable Service

- The team visited the control room of Kuenphen Cable Service located in Nobding under Dangchu Gewog.
- It was found that the CATV system was fully digital and analog stations were removed from the area.
- Dish TV was not in use but found unremoved from the surrounding area. As per the directive of the Authority, the cable operator was asked to keep backup dishes only for the BBS channels.
- Currently, there is only one staff catering services to more than 300 subscribers to Dangchu and Siphu Gewog.

5. Dragon Cable Service (Gantey)



Figure 5. Control room of Dragon Cable Service

- Similarly, the team visited Dragon Cable Service that caters services to Gangtey and Phobji Gewog.
- The control room was located in Gantey and was fully digital with all the dishes removed.

- There are two staff working with Dragon cable and catering services to around 160 subscribers in the two Gewogs.
- The quality of the services were found good with good sound and the picture quality.

6. RC Cable Service(Kamichu)



Figure 6. Control room of RC Cable Service

- The team also visited the control room of RC Cable Service located in Kamichu under Daga Gewog. The signal was provided fully digital and dishes were removed from the area as per the directives of the Authority.
- There are more than 600 subscribers along with the 4 staff working with RC cable.
- The quality of the services were found good with good sound and the picture quality.

2.8. Awareness and monitoring of ku band by the team and other matters

Monitoring of Ku band installation in the cable reached areas.



Figure 24. Monitoring of Ku band installation in Yadi, Mongar



Figure 25. Monitoring of Ku band installation in Chaskhar Gewog, Mongar

- The team monitored the installation of Ku band in the cable reaching areas in Ngatshang Gewog and Chaskhar Gewog. The team also met with the local leaders of the Gewogs.
- As submitted by the operators, the team found that the ku band was installed in the areas where there are cable services by Mr Sherab Rabgay.
- Similar issues of installation of Ku band in the cable reached areas were raised by the LCOs of other Dzongkhags(Trongsa, Bumthang, Mongar, Lhuentse, Trashigang and Trashiyangtse).

Awareness by the team

For this quarter, the division along with the other two divisions of the Authority also conducted awareness in five Eastern Dzongkhags(Trongsa, Bumthang, Mongar, Trashigang and Trashiyangtse on Digitization of Cable Services and other ICT related services of the Authority. The Cable Television networks in the country have undergone digitization with services from multi service operators (MSO). In this regard, a team from

Bhutan InfoComm and Media Authority (the Authority) has carried out the awareness program on digitization of cable services and other ICT related services to the relevant stakeholders of the Eastern Dzongkhags. Some of the major sensitization and awareness programs were on following topic and issues;

- Importance of digitization,
- Rules and regulations on Cable Television services,
- Online Licensing System (OLS) of the Authority,
- Rural Television services permit for Ku band installation,
- Cellular Mobile Quality of Services,
- Electromagnetic Field Radiation from Mobile towers in Bhutan,
- Radio Apparatus Land Mobile Handsets

The program was mainly conducted with the following objectives;

- To advocate the relevant stakeholders on digitization of Cable television Services and to seek their support towards the Government's initiative,
- To make aware the public on the complaint redressal platform and system of BICMA
- To extend the regulatory roles of BICMA through ICTO and other relevant agencies.

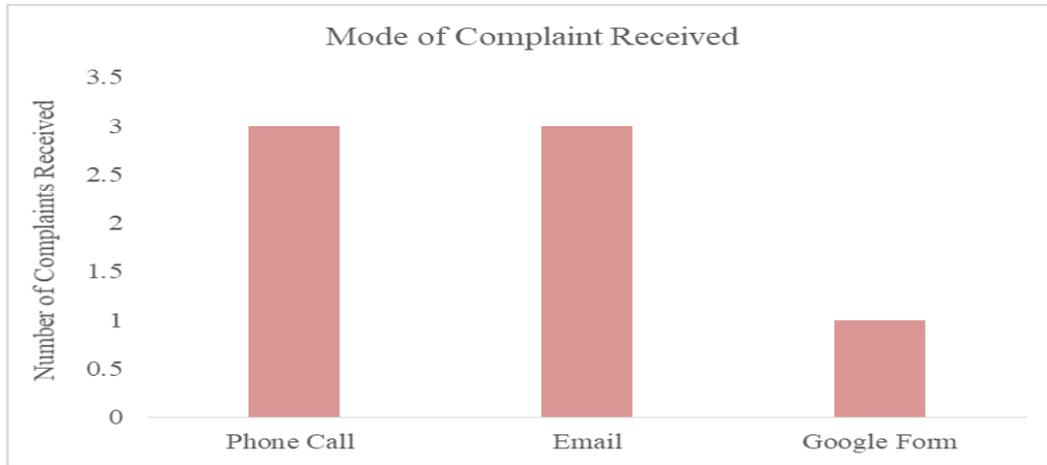
3.Complaints received with and compiled by the Authority

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 have also online complaint platform on our website under the services/complaints section (<https://docs.google.com/forms/d/e/1FAIpOLSeFgg1JZRe1DLlyL2kHlxXZ11Xx2y-CyVuqO-S16YIirDE28g/viewform>) through which anyone can lodge the complaints. They can also write an email to bicma@bicma.bt.

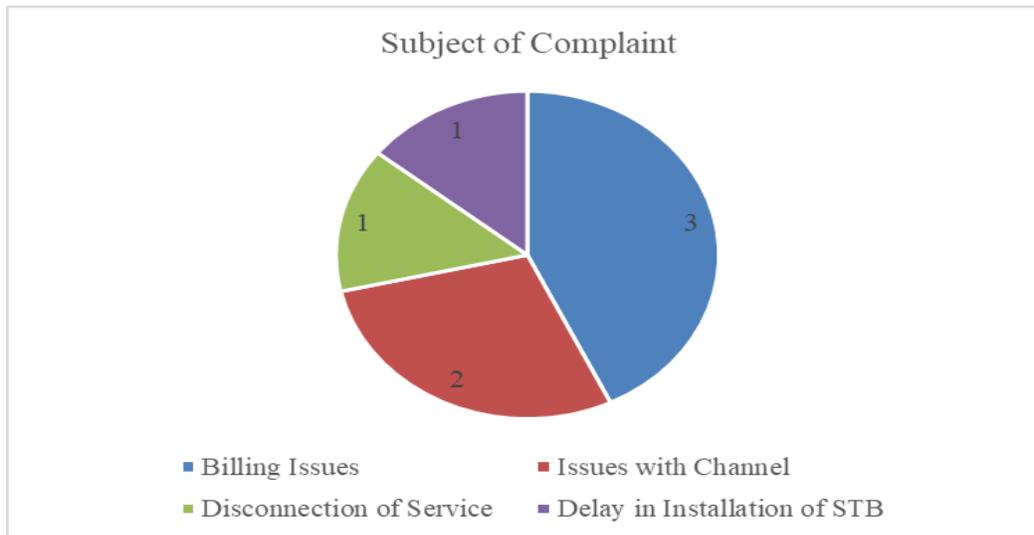
In order to enhance the customer grievance redressal mechanism, the officials from the Authority also scan the social media pages on a daily basis to see if there are any complaints and issues related to the cable television services provided by the Service providers. As mentioned above, the Authority 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 documented and try not to leave even a single issue unresolved. 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 (January-March, 2023), the Authority received a total of Seven complaints only on the cable television services. Of Seven complaints, the majority of the complaints were from Thimphu Thromde.

Sl. no	Complaint Received from	Mode of Complaint Received	Against LCO	TAT Achieved	Subject of Compliant	Date of Complaint Received	Action Taken	Remarks
1	Chubachu	Phone Call	Norling Cable Service	0.25	Disconnection of the service	2/2/2023	After inquiring the issues from the complainant, the concerned LCO was directed to resolve it	Resolved
2	Changzamtog	Email	Norling Cable Service	0.5	Billing issues	2/3/2023	The complainant informed the Authority about the incidents that happened where the LCOs have issued the bill receipt mistakenly for the previous months. The Authority sought explanation from the concerned LCO.	Resolved
3	Project Dantak	Email	Etho Metho Cable Service	0.5	Issues with Channel(Astha)	2/10/2023	After receiving the complaints by the Authority, the issue was immediately forwarded to Etho Metho and MSO(NetCom) for the rectification	Resolved
4	Gomtu, Samtse	Phone Call	RG Cable Service	0.5	Billing Issues	2/14/2023	The LCO was directed to resolve the issues with the complainant and revert back to the Authority	Resolved
5	Sonam Gyeltshen	Email	Norling Cable Service	1	Channel issues	2/26/2023	The Authority sought the additional information on channels and found that the issues were resolved	Resolved
6	Nidup	Google form	Norling Cable Service	1	Billing Issues	3/3/2023	The Authority sought explanation from both the parties and found that the issues were resolved	Resolved
7	Damdom, Samtse	Phone Call	SKD Cable Service	1	Delay in installation of STBs	3/17/2023	The Authority directed the LCO to send technicians immediately for the installation	Resolved

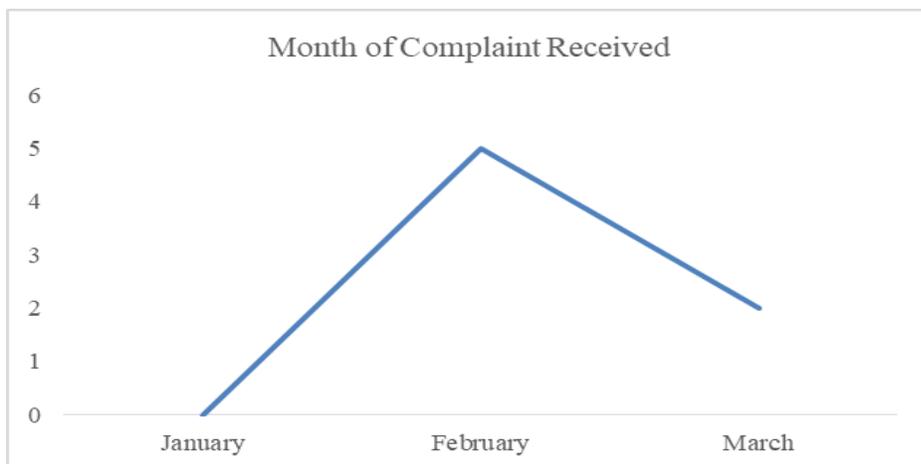


Among all the platforms available, most of the complaints (3) each were lodged through email and phone call followed by (1) through Google form.

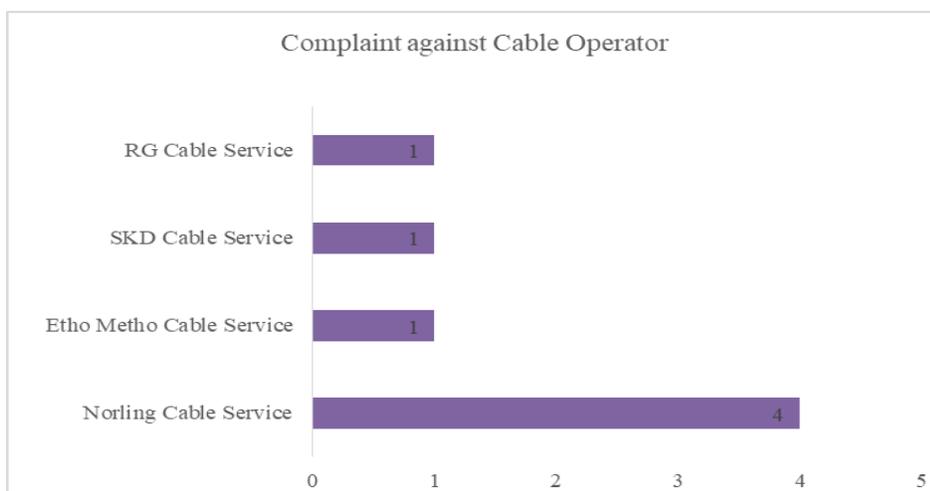


On the subject of the complaint, 43 % (3) were on the billing issues and 29%(1) on issues related to the channels. There were 14% (1) each for the disconnection of the services and delay in installation of the Set Top Boxes.

The disconnection of services is mainly due to the non-payment of rental charges on time or lack of proper updation of bills receipts by service providers. It also came to the notice of the Authority that there are few subscribers who do not pay rental charges on time and get their CATV signal disconnected and lodge complaints with the Authority. Particularly for this quarter, the Authority received majority complaints from Thimphu Thromde.



The highest number of complaints received was in the month February (5) followed by (2) in the month of March and we received no complaints for the month of January, 2023.



As per the data recorded, the highest complaint for this quarter was against Norling Cable Service (4) followed by one (1) each against Etho Metho Cable Service, RG Cable Service and SKD Cable Service.

4. Key Activities carried out by the Authority

- I. For this quarter (January- March,2023), the Authority conducted an awareness program on digitization of cable television services and on other services of BICMA for the Eastern Dzongkhags (Trongsa, Bumthang, Mongar, Lhuentse, Trashigang and Trashiyangtse). Similarly the same team also monitored the cable television services in the Dzongkhags.
- II. The Division also monitored the quality of cable television services and its digitization status in

the Wangdue Phodrang Dzongkhag.

- III. In this quarter, the division has renewed the annual licence for 1 LCO and done the Ownership change for 4 LCOs. The division has also issued one new Cable television license.
- IV. As of March,2023, 81 out of 89 LCOs in the country have connected and sourced the digital feed from the MSOs.
- V. For this quarter, the division has also monitored the cable television services and digitization status in Samtse and Zhemgang Dzongkhags and also met with all the LCOs of the same Dzongkhags to discuss the issues and challenges.

5. Findings:

- I. Although the LCOs have registered their Set Top Boxes with MSO, the Authority found that they have not registered the details of each STBs in the SMS system.
- II. Although there were no major complaints and issues recorded with the Authority regarding the cable television services for this quarter, most of the complaints lodged were from Thimphu Thromde.
- III. Of the complaints recorded with the Authority for these three months, the majority of the complaints were against Norling Cable Service, Thimphu Thromde.
- IV. During the monitoring visits, the team observed that with digital signals from the MSO, the sound and picture quality are good. The team was also informed that with digital signals, the complaints that LCO gets are drastically reduced.
- V. The majority of the cable operators shared to the monitoring team about the challenges they face due to the dish TV and Ku band user in the cable reached areas. Therefore, the Authority is recommended to constantly monitor the installation of Ku band and the dishes in the cable reached areas.

6. Way Forward

- I. The Authority will take up the monitoring, verification and inspections of quality of cable television services on a regular basis to other Dzongkhags.
- II. The complaints lodged with the Authority will properly record and resolve it.
- III. Since the LCO were directed to maintain SLA, complaint records and SMS system, the follow up and compliance monitoring would be necessary in a few months later.
- 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.