

Quarterly Report on Cable Television Service

འབར་ཚུགས་བརྟན་པོ་དོན་བརྟུན་ལྟེང་གི་ལའ་ནང་ཁ་འཕར་བརྟན་པོ་བརྟུན་པོ་དབང་འཛིན།

Bhutan InfoComm and Media Authority Royal

Government of Bhutan



(January- March,2024)

Tables of Content

1. Monitoring Visits.....	3
1.1 Monitoring and re-verification of cable layout in Haa Town and Peripheral areas.....	4
1.2 Inspection at Bji Gewog under Haa Dzongkhag.....	6
1.3 Monitoring the illegal distribution of Dish TV/DTH/Ku-band dishes.....	8
1.4 Monitoring of Sheja Rabsel Cable Service control room.....	11
1.5 Monitoring of Kee Dee Cable Services.....	12
1.6 Monitoring site Visit to Dzomi Gewog, Tsekha Village, Punakha Dzongkhag.....	13
2. Complaints received with and compiled by the Authority.....	14
3. Way Forward.....	16

1. Monitoring Visits

The Authority regularly takes the monitoring, inspection, and verification of cable television services visits to the Dzongkhags and Gewogs. In this quarter, the team from the InfoComm and Infrastructure Division made a field visit to Haa dzongkhag to follow up and monitor the CATV cable layout. The team also visited Naja and Dogar gewog under Paro Dzongkhag to verify the illegal distribution of Dish TV/DTH/Ku-band dishes and follow up on the shutdown of Analog station from 28th February to 1st March.

The team from InfoComm and Infrastructure Division visited Bji Gewog under Haa Dzongkhag for inspection on CATV issues from 31st March to 2nd April. This visit was prompted by a formal complaint lodged with the Dzongkhag Administration regarding issues pertaining to CATV. The team from InfoComm and Infrastructure Division visited Trongsa to verify the shutdown of analog stations with Sheja Rabsel Cable Service. The team also visited Kee Dee Cable Service under Wangduephodrang Dzongkhag to monitor and inspect the newly established control room. And lastly, the team went on a monitoring and inspection regarding the highly charged Set-Top-Box by Damchen Cable Service under Punakha Dzongkhag from 19th March to 23rd March.

The objective of undertaking a monitoring tour was mainly to monitor the control room of the local cable operator and to check the cable layout and see if they have complied with the sent directives of the Authority.

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 regulations, technical issues, and way forward to providing the best services to the customers.

1.1 Monitoring and re-verification of cable layout in Haa Town and Peripheral areas Lekey Cable Service in Haa



Figure 1: use of poles for cable road cross over by Leki cable service near the bridge below Lhaxhang Karpo and right- Katsho area.



Figure 2: Use of poles for cable road crossover by Leki cable at Haa Town



Figure 3: Low hanging cable of Leki cable at certain points on the road towards Damthang from Haa town has been fixed.



Figure 4: Use of poles for common cable road cross over by Leki cable at Gjenkana area and Samar Gewog, Haa.

1.2 Inspection at Bji Gewog under Haa Dzongkhag



Figure 5: Meeting with Gup, Tshogpas and LCO



Figure 6: Demonstration on STB/remote control usage

- During the course of our visit to the Bji Gewog Administration, the Team articulated the scope of the Authority and the purpose behind our inspection, which was initiated in response to a complaint lodged with the Authority.
- The team expected people of the community to turn up for the advocacy program but unfortunately, none of the people of the community turned up. The meeting was held with participation limited to Gup of Bji Gewog and two Tshogpas of the Gewog.
- The team shared information related to Cable and issues during Cable services which can occur and how Local Cable Operators play a crucial role in distributing the service to the subscribers.
- The Team from Local Cable Operator was also present during the inspection time and the operator mentioned that he has been giving his services regularly and have also made a Wechat Group for each Chiwog to communicate with his subscribers and stated that he resolves all the complaints which he receives either by personally going to the respective complainer or by doing video call immediately, but sometimes due to natural calamities which hamper the signal and is not in position to provide the service as soon as possible.

- The team along with the LCO demonstrated and taught the Gup and Tshogpa on how to install the STB, how to switch the source to HDMI/AV and not to tune it to analog. And also, taught them how to search the cable signal using remote control by choosing “Manual Search” and “Automatic Search”, and later they can educate/help their community when the issue arises.

1.3 Monitoring the illegal distribution of Dish TV/DTH/Ku-band dishes





Figure 7: Dishes under use in Naja and Dogar Geog

- The team inquired with those customers who are using the dish and it was informed that the cable operator has failed to reach his service to their area.
- The cable operator is reluctant to any complaints and does not respond to any of the calls from customers. Thus, making them use dishes.



Figure 8: Consultation with customers on use of dish TV

- The team met with a few customers using Dish TV and it was shared that it is because of the poor quality of service that they have opted to use Dish.
- Moreover, it was also shared that during the breakdown of cable fiber lines, the operator charges a high price for repair and maintenance to the customers.
- In some areas, set-top boxes are still not distributed despite repeated reminders from customers while there are few customers waiting for their set-top boxes to get installed.
- The cable service provider does not respond to any complaints and it was shared that this is the main reason for them switching to dish TV.
- It was also learned that the analog stations have not been removed yet despite all the reminders and letters from the Authority to shut down analog stations.

1.4 Monitoring of Sheja Rabsel Cable Service control room



Figure 9. Meeting with Sheja Rabsel Cable Service

- While visiting the control room of Sheja Rabsel Cable Service located in Langthel Gewog, it was found that the analog station was removed and the signal was provided fully in digital.
- The cable service is providing service to 200 plus customers.
- The Cable operator mentioned they face difficulties when the fiber wire is damaged and issues regarding the channel (Star Channel). But, overall, the work for them is reduced with the help of digitalization and they are able to provide better service to customers.
- The team briefed the cable operator on rules and regulations and the penalties which will be imposed if the analog is found.

- It has been observed that while the analog station was removed, there were dishes still installed which had been asked to be removed by the team.

1.5 Monitoring of Kee Dee Cable Services



Figure 10. Meeting with Kee Dee Cable Service



Figure 11. Control Room of Kee Dee Cable Service

- Kee Dee is providing service to Bjena and Kazhi Gewog people.
- Kee Dee currently has 40 plus customers and is still installing more STBs to new customers.
- Although there is no independent control room of Kee Dee Cable Service, LCO is sharing the control room of Lhendup Yarphel Cable Service and sourcing the signal from Lhendup Yarphel Cable Service. Mutual understanding is there between Kee Dee Cable Service and Lhendup Yarphel Cable Service to share the control room.
- The team also briefed about interoperability of STB to LCO stating that one STB can be used when one changes their location or cable operator.
- The Cable operator mentioned that some households were not willing to take the cable service as they prefer DTH because they do not have to pay monthly subscription fees. The team mentioned that if the cable service is provided in good quality, then it's assured that those DTH users will also gradually switch to Cable Service and told that DTH usage is illegal to use.

1.6 Monitoring site Visit to Dzomi Gewog, Tsekha Village, Punakha Dzongkhag

- On 25th of February 2024, BICMA received complaints from customers of Damchen Cable Service regarding the high charge on Set-Top-Box.
- The team visited the site to investigate the high price being charged to the customer when installing the STB to the new customers.
- The team found out that Damchen Cable was charging Nu.4000 per STB and after the complaint, the LCO reduced the price to Nu.3000.
- The team met with the village Tshogpa and she mentioned that paying Nu.4000 per STB is not a reasonable price and they were not happy with the amount being charged to them as other LCOs in other parts of the country are charging less compared to them.
- The team found that Damchen had set the price for the STB to Nu.3000 and had refunded Nu.1000 to those customers who were charged Nu.4000 during the first installation after the complaint was lodged to the Authority.
- The village Tshogpa mentioned that charging Nu.2500-3000 is a reasonable rate and even the people of the community supported the statement. She mentioned TV as a source of entertainment for most of the people in the community and are willing to take this service and pay the monthly subscription fee.

2. Complaints received with and compiled by the Authority

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

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

For the last three months (January- March,2024) the complaints received by the Authority are:

Monthly Complaint Report January, 2024

- No complaints received for the month of January, 2024.

Monthly Complaint Report February,2024

Sl. No	Cable TV Operator	Date of complaint	Complaint Resolved Date	Area/Locaton	Name of Complainant	Contact Number/Particulars	Issue/Description	Remarks
1	Gelephu Digital	0702/2024	08/02/2024	Gelephu	DGN Owner	17798800	Delaying in the issuance of	Resolved

							clearance to the subscriber by Techno Cable	
2	Norling Cable	27/02/2024	27/02/2024	Thinleyga ng	Sonam Yangzom	17409505	STB Interoperability	Resolved

Monthly Complaint Report March, 2024

Sl. No	Cable Tv Operator	Date of complaint	Complaint Resolved Date	Area/Location	Name of Complainant	Contact Number/Particulars	Issue/Description	Remarks
1	DrukCom	01/03/2024	01/03/2024	Changangkha	17110014	17110014	STB Interoperability	Resolved

3. Way Forward

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