

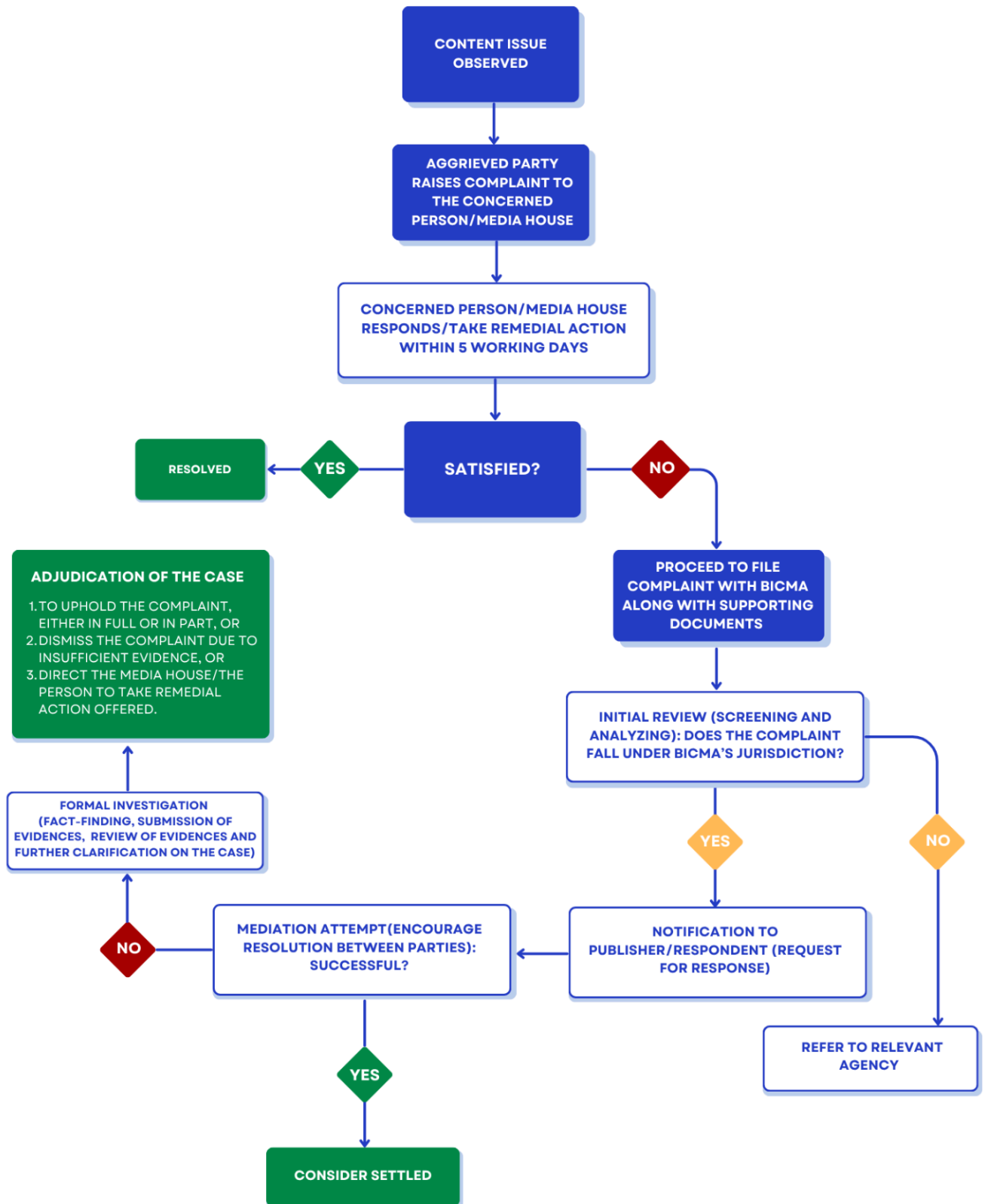


CONTENT COMPLAINTS REDRESSAL

March 2025

**Bhutan Infocomm and Media Authority
Ministry of Industry, Commerce and Employment**

Complaints Redressal Procedure Flow Chart



1. General Provisions

- 1.1. Before lodging a formal complaint with BICMA, the aggrieved party shall first raise their grievance to the Media House concerned/person;
- 1.2. Once the complaint is received by the media house, if the complaint is against a licensed Media House, the media house shall respond or take appropriate remedial action within five working days of the receipt of the complaint.
- 1.3. In the event, if the aggrieved party is not satisfied with the response of the Media House/person, or do not get any response within five working days of complaint, then a formal complaint could be lodged with BICMA along with the following documents:
 - 1.3.1. A copy of a complaint letter along with a copy of the response received from the media house/person, if received.
 - 1.3.2. A copy of, either a photocopy or a scanned copy of the published material or copy of the content being broadcasted.
 - 1.3.3. Statement of objection.
- 1.4. If the content is published online, then the date of publishing of the content shall be considered as the date of which the content is made available to the general public.
- 1.5. BICMA shall not deal with any content issue which is sub-judice in the court of law. A complainant has to declare that “to the best of his or her knowledge and belief he or she has placed all the relevant facts before BICMA and that no proceedings are pending in any court of law in respect of any matter alleged in the complaint.” A declaration that “he or she shall notify BICMA forthwith if during the pendency of the inquiry before BICMA any matter alleged in the complaint becomes the subject matter of any proceedings in a court of law is also necessary.

2. Redressal Procedure

- 2.1. After receiving a complaint, BICMA shall conduct screening and analyzing of the complaint as follows:

- 2.1.1. If the complaint received is found criminal in nature, BICMA shall inform the Complainant / forward the complaint to the Royal Bhutan Police.
- 2.1.2. If the complaint is relevant to / is being enforced by other agencies, BICMA shall forward the same to the relevant agency.
- 2.1.3. BICMA shall follow up on the status of the complaint.
- 2.2. If the Complaint does not fall under sub provisions 2.1.1 & 2.1.2, BICMA shall review the complaint and the following action shall be taken:
 - 2.2.1. BICMA shall notify the Complainee on the complaint received and seek response/justification.
 - 2.2.2. If the complaint is likely to be resolved through conciliation between two parties, BICMA shall consider settling the case by involving the two parties. If settled, the case shall be considered as closed.
 - 2.2.3. If the attempt at the negotiated settlement fails, then BICMA shall adopt the assessment process which includes notifying both the parties for submission of evidence and further clarifications on the case; and after reviewing each party's submissions, an assessment shall be conducted for settlement of the issue.

3. Decision

- 3.1. BICMA may either decide:
 - 3.1.1. To uphold the complaint, either in full or in part, or
 - 3.1.2. Dismiss the complaint due to insufficient evidence, or
 - 3.1.3. Direct the Media House/Person to take remedial action offered.