

Quarterly Report on Cable Television Service

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Bhutan InfoComm and Media Authority

Royal Government of Bhutan



(October -December, 2023)

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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 and Paro to check the digitization progress of Leki Cable Service and to monitor the cable services service from 7th August 2023 to 9th August 2023. Likewise the Authority also took a monitoring tour to Wangude and Punkha to monitor the ICT infrastructure, cable Services and fibre network from 11th September to 18th September, 2023.

The objective of undertaking a monitoring tour was mainly to monitor the control room of the local cable operator and to check if they have complied with the sent directives of the Authority on migration to full digital signal and removal of the local 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 way forward to providing the best services to the customers.

1.1. Set Top box verification under Chukha Dzongkhag

A team from the Authority visited Phuentsholing under Chukha Dzongkhag and carried out the Monitoring verification of the Set Top Box registration with each MSO. The detailed observations, findings and status from different locations are mentioned below.

Sl.No	Name	Location	STB No.	Cable Operator	Contact Number	Active/Deactive
1	Yonten Jamtsho	Pasakha	526010000007BA6	DrukCom	77287029	Active
2	Lhachoe Wangmo	Pasakha	52601000001BAE5	DrukCom	77222213	Active
3	Keshab Phuyel	Pasakha	52601000001BD72	DrukCom	77354605	Active
4	Drukpa Tshering	Pasakha	d52601000001BD92	Drukcom	77111901	Active
5	Tek Bdr Ghalley	Pasakha	52601000001B7EA	DrukCom	77813025	Active
6	Kendra Sharma	Pasakha	CC448H71022047732	DrukCom	77215755	Active
7	Tashi Gyelthsen	Pasakha	52601000002A40F	DrukCom	77662740	Active
8	Tej Bdr Gurung	Pasakhar	CC448H070223052412	DrukCom	77249450	Active

9	Samten	Pasakha	97080216AB0865	DrukCom	77243355	Active
10	Krishna Tamang	Pasakha	52601000002A390	DrukCom	77653201	Active
11	Saraswait Pradhan	Toorsa Kidu Colony	CC448H071022047433	Cable Sat	17621344	Active
12	Karma Drukpa	Toorsa Kidu Colony	CC448H71022047583	Tshela Cable	77218873	Active
13	Mohan Singh Gurung	Toorsa Kidu Colony	CC448H070720013166	Tshela Cable	17604829	Active
14	Mukesh Gurung	Toorsa Kidu Colony	CC448H1119343044	Tshela Cable	17412020	Active
15	Ugyen Zangmo	Toorsa Kidu Colony	CC448H070322039311	Cable Sat	17464871	Active
16	Lila Maya Kabsily	Toorsa Kidu Colony	52601000001BC64	DrukCom	77336888	Active
17	Ugyen Jamtsho	Toorsa Kidu Colony	CC448H070521025213	Cable Sat	77390852	Active
18	Lakman Tamang	Toorsa Kidu Colony	52601000001E697	DrukCom	17914821	Active
19	Rinchen Dorji	Toorsa Kidu Colony	CC448H071222049631	Tshela Cable	17351361	Active
20	Rinchen	Toorsa Kidu Colony	52601000001BBB7	DrukCom	17877540	Active
21	Phuntsho Wangdi	Toorsa Kidu Colony	CC448H070322039493	Cable Sat	17699910	Active
22	Grace Hotel	Lower Market	CC448H070222035305	Cable Sat	17327417/17668422	Active
23	Hema Devi Bhattaria	Lower Market	CC448H0819337716	Tshela Cable	17615790	Active
24	Mukunda Bhabdri	Mail Town	CC48H070720012801	Cable Sat	17160622	Active
25	Jigme Kinga	Main Town	52601000002A200	DrukCom	17351488	Active
26	Kinzang Tshering	Main Town	CC-443-H-2-4-04-18-0-000-004-426	Cable Sat	17606041	Active
27	Kinley Tshomo	Main Town	CC448H070223052427	DrukCom	17411623	Active

28	Tshering Duba	Lower market	CC448H070620012256	Cable Sat	17370558	Active
29	Nima Dorji	Pemaling, Old Hospital Area	52601000002D5F4	DrukCom	17404959	Active
30	Lekey Wangdi	Pemaling, Old Hospital Area	CC448H071022047422 1	Cable Sat	17633402	Active
31	Pema Lhaden	Pemaling, Old Hospital Area	CC-443-H-2-4-04-18-0- 000-004-349	Cable Sat	17751060	Active

1.2 Monitoring visit to Haa and Paro Dzongkhag

The Authority made a monitoring visit to Haa, Paro, Punakha and Wangduephodrang dzongkhags to re-verify the cable layout of cable operators and the shutdown of Analog station in Haa and Paro Dogar cable as per the directives sent by the Authority.



Figure 1. Control Room of Leki Cable Service, Haa

- Visited the control room of Leki Cable service location in the core of Haa town and it was found that all the analog signals had been completely shut down.
- The cable service has a total of 2300 plus customers as of now with 9 technicians including an IT technician working with Leki Cable Service.
- The signals are taken from Drukcom MSO.
- Billing systems are all done through Mbob using a group chat in telegram and wechat.



Figure 2. Digital connection in Uesu Geog

- Few random households were checked to verify the reach of digital signal and quality of service.
- It has been informed that the quality of service has been improved with installation of set top boxes.
- The complaints are met immediately and thus better services compared to analog signals.



Figure 3. Digital connection in Samar Geog

- Few households from Samar geog were checked to verify the reach of digital signals and quality of service.



Figure 4. Digital connection in Balamnang, Haa





Figure 5. Use of dish tv in Naja Geog

- Most of the households under Naja Geog in Paro use Dish Tv and Tata Sky.
- It was shared by the people that it has been almost a year that cable service had been cut off and despite repeated reminders to the cable operator for digital signals, the cable operator has not brought any progress.
- Only the households near the highway have been given the cable service with the digital signal.

Dogar, Paro



Figure 6. Digital Service in Dogar

- While there is digital cable service in Dogar Geog, few households still use dish TV.

- Only 80 % of customers have digital CATV access while the other 20 percent are still reluctant to purchase set top boxes.

1.3 Cable Layout verification in Wangdue and Punakha



Figure 7. Cable layout in Khuruthang, Punakha

- It has been observed that the cable layout is through overhead cable using poles and it was shared by the Bhutan Telecom Limited Manager that it is because of delay in commissioning of newly built underground duct.



Figure 8. Shared control room of Buddha and Damchen Cable service

- Upon Authority's report on the improper cable layout in Khuruthang, the cable operators have worked and fixed the issue as shown in figure 8.

- Visited the shared control room of Buddha Cable service and Damchen Cable service located in Khuruthang, Punakha.



Figure 9. Improper Cable Layout

- Despite informing the concerned people about the improper cable layout, the issue remains unresolved even with a good underground duct system in Bajo town.

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 (October-December, 2023) the complaints received by the Authority are:

Monthly Complaint Report October, 2023.

Sl. No.	Cable TV Operator	Date of Complaint	Complaint Resolved date	Area/ Location	Name of Complainant	Contact Number/ Particulars	Issue/ Description	Remarks
1	Norling Cable	02/10/2023	02/10/2023	Thimphu	Tshering Choden	17859819	Norling subscriber switch to Drukcom (Interoperability issue)	Resolved
2	Nakchung Cable	04/10/2023	11/10/2023	Ugyen Pelri Lhakhang, Gedagom.	Choeda Jamtsho	77217705	Request for new line but got delayed. (Reason STB shortage)	Resolved
3	Norling Cable	07/10/2023	07/10/2023	Changjjji	Ugyen Pema	77613557	Line issue	Resolved
4	Nolling Cable	07/10/2023	08/10/2023	Babesa	Bola Nath Dhal	77827435	Line issue	Resolved

5	Dawa Cable	09/10/2023	09/10/2023	Nganglam/ Tshenkar	Dorji Wangchuk	17784388	No Cable line	Resolved
6	Norling Cable	11/10/2023	11/10/2023	Babena	Pema Sambawa	17534482	Signal issue	Resolved
7	Norling Cable	13/13/2023	14/10/2023	Lower Taba	Sangay Laki	77367311	Interoperability issue	Resolved
8	TD Metho Cable	12/10/2023	13/10/2023	Bonday, Paro	Tenzin Phuntsho	17851806	Interoperability issue	Resolved
9	Norling Cable	12/10/2023	12/10/2023	Town	Karma Yuden	77654038	Line Issue	Resolved
10	Norling Cable	15/10/2023	16/10/2023	Taba	Neeten Dorji	17886646 4	Interoperability Issue	Resolved
11	Norling Cable	16/10/2023	17/10/2023	Thimphu	Tshering Choki	17116714	Interoperability issue	Resolved

Monthly Complaint Report November, 2023

Sl. No.	Cable TV Operator	Date of Complaint	Complaint Resolved date	Area/ Location	Name of Complainant	Contact Number/P articulars	Issue/ Description	Remarks
1	Budha Cable	09/11/2023	10/11/2023	Eusakha, Kabjiisa	Pema Dorji	17343593	Line issue	Resolved
2	Tshognyi Phendey Cable Service against DrukMSO	10/11/2023		Bangtar	MB Tamang - Proprietor	17113852	Continuous Service Disruption	DrukCo m team going to visit site on 22/11/20 23
3	Damchen Cable	12/11/2023	12/11/2023	Punakha	Sherab Chophel	17807643	Line issue	Resolved
4	Punab Cable	13/11/2023	13/11/2023	Changyuel	Ugyen Phuntsho	77656962	Line issue	Resolved
5	Punab Cable	14/11/2023		Punakha, Resa	Ap Namgay	17780930	Not issuing clearance	Resolved

6	DrukCOM	14/11/2023	14/11/2023	Thimphu	Gopal Pradhan Chief, CCAA (77212120) 15/11/2023	77201141	frequently disrupted channels	Resolved
7	Nakchung Cable	16/11/2023		Khasadrappu/Genekha	Sonam Wangchuk	17841872	propose for new cable line	Resolved
8	Dawa Cable	16/11/2023	17/11/2023	Pemagasthe I/Nanglam	Norbu Chogyel	17408161	Line disturbance	Resolved
9	TD Metho Paro	20/11/2023	18/11/2023	Pangbisa	Dawa	17844494	Line disturbance	Resolved
10	Nakchunk Cable	23/11/2023	24/11/2023	Bjimena	Deamsey	17632144	Line issue	Resolved
11	Sigma Cable	23/11/2023	24/11/2023	Paro, Shari	Jigme Wangdi	77738989	Quality of services	Resolved
12	Etho Metho	01/12/2023	01/12/2023	Dangrina, Thimphu	Tashi	77263838	Line issue	Resolved

Monthly Complaint Report December, 2023.

Sl. No.	Cable TV Operator	Date of Complaint	Complaint Resolved date	Area/Locaton	Name of Complainant	Contact Number/Particulars	Issue/Description	Remarks
1	Etho Metho	01/12/2023	01/12/2023	Dangrina, Thimphu	Tashi	77263838	Line issue	Resolved
2	Lakey Cable	01/12/2023	01/12/2023	HAA	Chimi Wangchuk	17652847	STB Interoperability issue	Resolved
3	Tshering Norbu	07/12/2023	7/12/2023	Saling, Tashigang	Tsheringla	17780041	Line issue	Resolved
4	Etho Metho	80/12/2023	12/08/2023	Olakha	Tandin Dorji	17427448	Interoperability issue	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.