

Mobile Internet Connectivity Report

(July-September, 2021)



Division of Telecom & Space (DoTS)
Department of IT and Telecom

Executive Summary

In compliance with the instruction of the Hon'ble Prime Minister to check and monitor the quality of the Internet in the Dzongkhags, the DITT/MoIC has prepared the 18th report for this fiscal year based on data inputs collected by the Dzongkhags.

Objective of the study

To study the quality of mobile Internet connectivity in Bhutan

Methodology

A dashboard was prepared for monitoring/measuring the quality of telecom services based on different parameters listed as follows:

- Internet speed using the OpenSignal app.
- Call blocking rate
- Call dropping rate
- Voice Quality
- SMS received/sent failure rate
- Signal coverage
- Switchover

This dashboard is being shared with the Dzongkhag ICT Officers. The ICT officers were given instructions on the usage of the dashboard via email, letter and telephone after which they were asked to carry out and record measurements on above parameters from time to time on a monthly basis starting July, 2016. This data collection is an ongoing process and will be refined from time to time.

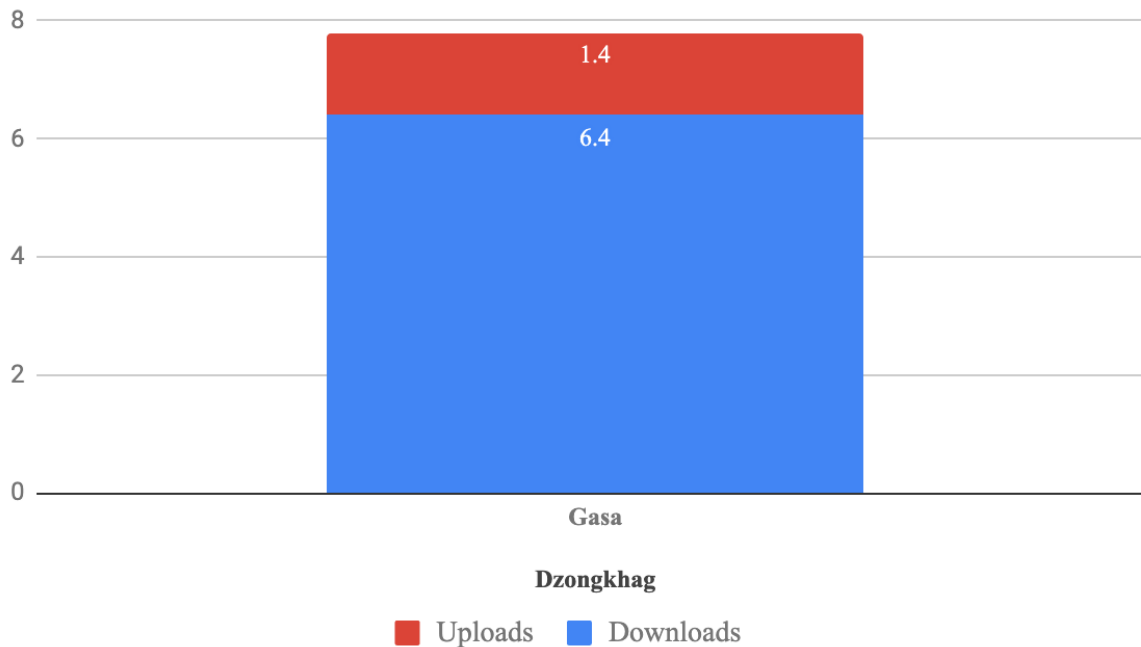
In this report, we have displayed the lowest & highest average mobile Internet speed for twenty Dzongkhags in the form of a column chart. Data has been analysed and compiled as shown below based on inputs provided by the Dzongkhag ICT Officers.

Key Findings

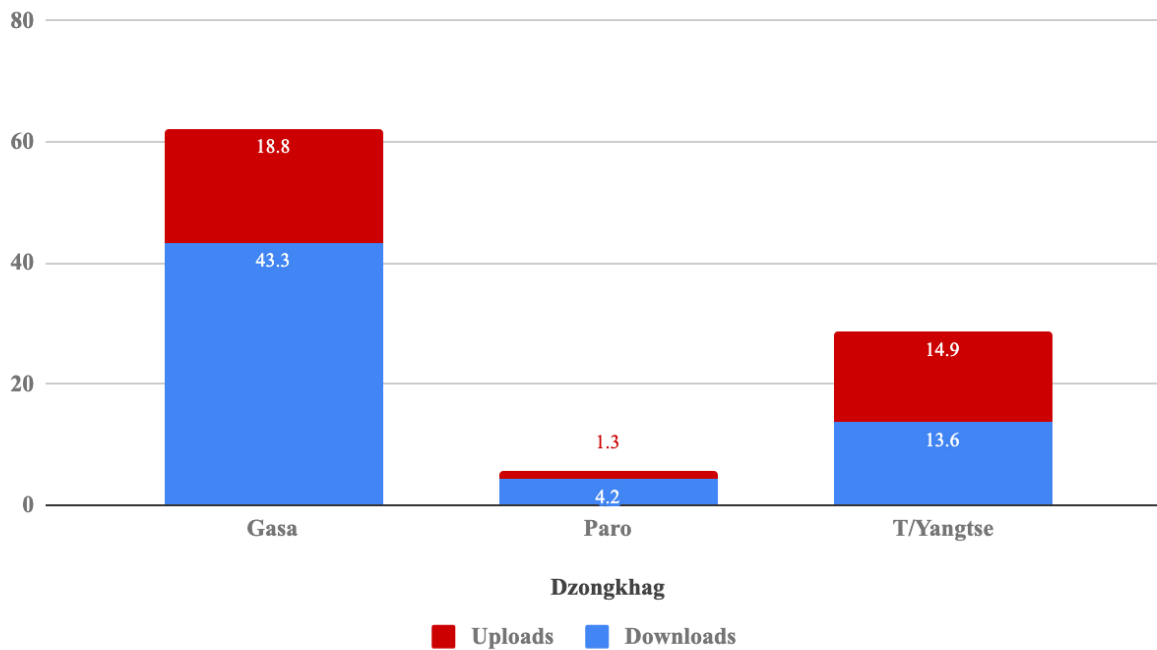
Based on the data submitted by all the twenty Dzongkhags ICT Officers (avg. Mobile Internet speed for B-Mobile and TashiCell services has been compiled in the table below.

Mobile Internet speed (Avg.)									
Sl. No.	Dzongkhags	TashiCell				B-Mobile			
		3G		4G		3G		4G	
		Downloads (Mbps)	Uploads (Mbps)	Downloads (Mbps)	Uploads (Mbps)	Downloads (Mbps)	Uploads (Mbps)	Downloads (Mbps)	Uploads (Mbps)
1	Bumthang	0	0	0	0	0	0	0	0
2	Chukha	0	0	0	0	0	0	0	0
3	Dagana	0	0	0	0	0	0	0	0
4	Gasa	0	0	0	0	6.4	1.4	43.3	18.8
5	Haa	0	0	0	0	0	0	0	0
6	Lhuntse	0	0	0	0	0	0	0	0
7	Mongar	0	0	0	0	0	0	0	0
8	Paro	0	0	0	0	0	0	4.2	1.3
9	P/gatshel	0	0	0	0	0	0	0	0
10	Punakha	0	0	0	0	0	0	0	0
11	S/Jongkhar	0	0	0	0	0	0	0	0
12	Samtse	0	0	0	0	0	0	0	0
13	Sarpang	0	0	0	0	0	0	0	0
14	T/Yangtse	0	0	0	0	0	0	13.6	14.9
15	Tashigang	0	0	0	0	0	0	0	0
16	Thimphu	0	0	0	0	0	0	0	0
17	Trongsa	0	0	0	0	0	0	0	0
18	Tsirang	0	0	0	0	0	0	0	0
19	Wangdue	0	0	0	0	0	0	0	0
20	Zhemgang	0	0	0	0	0	0	0	0

Graph 1: 3G Bhutan Telecom Services



Graph 2: 4G Bhutan Telecom Services



The following observations were made from the above graphs:

1. None of the dzongkhag ICTO's has provided information on Tashicell services.
2. Only three dzongkhags have provided information on BT Mobile Services. Amongst three dzongkhag, only Gasa dzongkhag has provided information on 3G B-Mobile services with 1.4 Mbps avg. upload speed and 6.4 Mbps of avg. download speed.
3. In 4G BT services, Gasa Dzongkhag has the highest avg. download speed with 43.3 Mbps and followed by T/Yangtse dzongkhag with 13.6 Mbps. The lowest avg. download speed is 4.2 Mbps observed by Paro dzongkhag.
4. The Gasa dzongkhag has the highest avg. upload speed with 18.8 Mbps and followed by T/Yangtse dzongkhag with 14.9Mbps. The Paro dzongkhag has the lowest avg. upload speed with 1.3 Mbps for 4G B-Mobile Services.
5. All three dzongkhags have observed good voice quality for Bhutan Telecom network services and most dzongkhag ICTOs preferred using Bhutan Telecom Network services.
6. Dzongkhag ICTOs of Bumthang, Chukha, Dagana, Haa, Mongar, Lhuntse, Punakha, Trongsa, Samtse, Tsirang, Trashigang, Samdrup Jongkhar, Pemagatshel, Sarpang, Thimphu, wangduephodrang and Zhemgang has not provided any information/data for July-September, 2021 report.

Conclusion

From this report, it has been observed that the download speed is higher than the upload speed in most of the dzongkhags, as would be preferred by the end users. An inconsistency is observed in the data rates which could be due to network issues or events like higher access at certain times.