

DECISION 2017-06-23
TRAVEL AGENCY COMMISSIONER – AREA 3

Jo Foged
685 Remuera Road
Remuera, Auckland 1050
New Zealand

Applicant:

Agency Administrator, International Air Transport Association (IATA)
Geneva, Switzerland.
Represented by Ms. Nadya Widjaja, Manager Agency Management Asia/Pacific,
IATA, Singapore.

Respondent:

Tayyar Air Travels (Pvt) Ltd.
Karachi, Pakistan.
Represented by Mr. Syed Adeel Jawaid Zaidi, Director.

The Case and Decision

IATA suspended the Agent's ticketing authority and sought a review of the Agent, as a result of it allegedly misusing the ticketing system by adopting manual pricing for nearly 150 tickets, resulting in an approximate PKR 3.1 million loss to an Airline.

On being contacted by the writer, the Agent explained that it had fired the two employees discovered to have been responsible for the abuse of the ticketing system. The Agency's Management had met with the Airline's local Executives, had expressed their desire to cooperate and had paid the carrier PKR 3.1 million for any losses incurred by the Airline. The Agent had also settled the BSP billings due at that time. The Agent was regretful for the incident and had retained a professional recruiting company to check on the backgrounds of potential employees.

This Office sought confirmation via IATA that the Airline was satisfied with the *ad hoc* settlement made by the Agent, which proved to be the case.

In considering this matter, the writer commends the Agent for the expeditious and responsible action it took, once the ticketing abuse was detected.

The Parties have complied with the terms of Resolution 820e and were placed on notice, as required by sub paragraph 2.3 of the Resolution, that in the writer's judgement an oral hearing was not necessary and that the decision would be based on the written information submitted.

Based on the foregoing it is hereby decided as follows:-

1. the Agent's ticketing authority is to be re-activated without delay.

Decided this 23rd of June 2017 in Auckland.

Jorgen Foged
Travel Agency Commissioner Area 3

Notes:

1. The Parties are advised that according to Subparagraph 2.10 of Resolution 820e, any of them may request an interpretation of this Decision, or for a correction of any error in computation, any clerical or typographical error, or any omission in this Decision. Such request must be made within 15 days of receipt of the electronic version of this Decision.
2. If after having asked for and obtained clarification or correction, any Party still considers aggrieved by this decision, the Party has the right to seek review by arbitration, in accordance with the provisions of Resolution 820e Section 4 and Resolution 824 Section 14.