

DECISION 2018 - 04 - 24A
TRAVEL AGENCY COMMISSIONER – AREA 3

Jo Foged
685 Remuera Road
Remuera, Auckland 1050
New Zealand

Applicant:

Bricksland Taqwa Air International Travels and Tours (“the Agent”)
IATA Code 27-3 2472
Pakistan

Respondent:

Agency Administrator, International Air Transport Association (“IATA”)
Singapore.

The Case and Decision:

The Agent's accreditation was terminated due to its failure to submit certain documentation required by IATA in connection with the Agency's change of location application. It was not until IATA took termination action that the Agent reacted after many weeks of silence and inaction.

In its request for review the Agent stated that the Owner had been out of the country since February 2018 and his staff had not handled the matter in his absence for which omission he apologised. The required documentation had now been submitted and the Agent sought sympathetic reconsideration.

IATA's summary of events described numerous attempts by it to obtain the missing information and concluded with the proposal that the termination remain in place and for the Agent to re-apply for accreditation.

In considering this matter the writer did have a degree of empathy with IATA's suggestion; however, as this was an administrative shortcoming has decided to give the Agent another chance. However, it is on the assumption that the Agent will introduce processes that will prevent any further lack of reaction to IATA's requirements as any further incident will not be treated as benignly.

The Parties have complied with the terms of Resolution 820e and were placed on notice that in the writer's judgment an oral hearing was not necessary and that this decision would be based on the written information submitted.

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

- On the assumption that all the required documentation has been received by IATA, and the change of location application is approved, then the Agent's accreditation is to be reinstated subject to it paying any fees and charges associated therewith.

This Decision is effective as of today.

Decided this 24th day of April 2018 in Auckland.

The following sub paragraph of Resolution 820e is brought to the attention of the Parties:

<<2.10 - within 15 days after the receipt of the decision, a party, with notice to the other parties, may request that the Commissioner gives an interpretation of the decision or correct in the decision any error in computation, any clerical or typographical error, or any error or omission of a similar nature. If the Commissioner considers that the request is justified, he shall make the interpretation or correction within 15 days of receipt of the request. The interpretation or correction shall form part of the decision>>.

In this particular case the 15-day time frame expires on **10 May 2018**.

If after having pursued this process a Party still considers itself aggrieved by this Decision the Party has the right to seek review by arbitration as detailed in Resolution 824, Section 14.

Finally I seek your authority for this Decision to be posted on the private pages of the Travel Agency Commissioner website which can only be accessed by the 3 TACs and the 12 members of the Passenger Agency Programme Global Joint Council. In the absence of advice to the contrary by 11 May 2018 I will assume that there is no objection to that action being taken.

Jorgen Foged
Travel Agency Commissioner Area 3