

**DECISION 2018 - 08 - 14**  
**TRAVEL AGENCY COMMISSIONER – AREA 3**

Jo Foged  
685 Remuera Road  
Remuera, Auckland 1050  
New Zealand

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**Applicant:**

***Ali Ali Tours and Travels*** (“the Agent”)  
IATA Code 27-3 1206  
Shahr-e-Faisal, Pakistan

**Respondent:**

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

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**The Case and Decision:**

The Agent's accreditation was terminated on 6 July 2018 as a consequence of failing to settle PKR 17,248 (USD 164.00) by the date advised in the Notice of Termination i.e. 30 June 2018.

In its request for a review the Agent stated that it had settled the amount due and was, therefore, surprised that IATA had "overlooked" its payments.

IATA advised that after investigation it had discovered that the Agent had added and extra "0" to the invoice number when paying, thus, making it impossible for IATA to match the amount to any Agent. The Agent had no amounts outstanding; however, a new financial security of PKR 10 million to be valid until 30 August 2019 would need to be submitted before reinstatement could occur.

In considering this matter it is a clear that it is a case of "human error" and the Agent's accreditation should be restored.

The Parties have met 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.

Therefore, in light of the foregoing it is hereby decided as follows:

1. The Agent's accreditation is to be reinstated subject to it submitting a financial security of PKR 10,000,000 valid until 30 August 2019 to IATA.

This Decision is effective as of today.

Decided this 14<sup>th</sup> day of August 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 **29 August 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 30 August 2018 I will assume that there is no objection to that action being taken.

Yours faithfully,

**Jorgen Foged**  
**Travel Agency Commissioner Area 3**