

**DECISION 2018 – 10 - 24**  
**TRAVEL AGENCY COMMISSIONER – AREA 3**

Jo Foged  
685 Remuera Road  
Remuera, Auckland 1050  
New Zealand

---

**Applicant:**

***Shaheer Travel and Tours*** (“the Agent”)  
IATA Code 27-3 2136  
Karachi, Pakistan

**Respondent:**

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

---

**The Case and Decision:**

The Agent's accreditation was terminated on 2 October 2018 due to defaulting on a payment of PKR 2,083,309 (USD 15,614.40). In its request for a review the Agent advised that it was ready to settle that amount when its office was robbed of PKR 4,005,000 and the event was lodged with the Tipu Sultan Police Station, District East, Karachi. The Agency' owner had sold a residential property and was able to pay the remaining balance and any other charges.

IATA advised that it had made a claim against the Agent's insurance provider on 9 October 2018.

In considering this matter the circumstances described by the Agent must be taken into account. The robbery together with the Agent's action in selling property in order to resource the repayment are factors that has motivated the writer to grant the Agent the opportunity to be reinstated.

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

Therefore based on the foregoing it is hereby decided as follows:

1. the Agent's accreditation is to be reinstated subject to it complying with the following conditions:

(a) settling the amount due together with any fees and charges

(b) submitting a renewed financial security satisfactory to IATA

(c) submitting a completed Agency Status Form.

This Decision is effective as of today.

Decided this 24<sup>th</sup> day of October 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 **Nov. 8, 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 **Nov. 9, 2018** I will assume that there is no objection to that action being taken.

Yours faithfully,

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