

**DECISION 2019 - 02 - 25**  
**TRAVEL AGENCY COMMISSIONER - AREA 3**

Jo Foged  
685 Remuera Road  
Remuera, Auckland 1050  
New Zealand

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**Applicant:**

***Swarooha Entertainment (Pvt) Ltd.*** ("the Agent")  
IATA Code 14-3 2737  
Bangalore, India.

**Respondent:**

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

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**The Case and Decision:**

The Agent's accreditation was terminated as a result of failing to settle an IATA's administrative invoice for USD 128.01. The Agent stated that the delay was caused by "our mail id was having some problem, due to that we could not able to check it."

IATA's sequence of events recorded that the Agent was advised to settle the outstanding within 7 days on 13 December 2018. When that did not occur a Notice of Termination was issued with 31 January 2019 being the termination date. When again there was no action termination took place the following day.

The writer finds it puzzling that the Agent's email should be out of order for such a lengthy period but is prepared to give it the benefit of the doubt due to the minor amount involved.

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) paying all outstandings to IATA
  - (b) paying all fees and charges associated with the reinstatement process

(c) sending IATA a completed Agency Status Form.

Such conditions to be completed within 30 days of the date of this decision.

This Decision is effective as of today.

Decided this 25<sup>th</sup> day of February 2019 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 12 March 2019.

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 13 March 2019, I will assume that there is no objection to that action being taken.

Yours faithfully,

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