

**DECISION 2019 – 08 - 13**  
**TRAVEL AGENCY COMMISSIONER – AREA 3**

Jo Foged  
685 Remuera Road  
Remuera, Auckland 1050  
New Zealand

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**Applicant:**

***Safina-e-Abid Hajj and Umrah Services (Pvt) Ltd.*** (“the Applicant”)  
New Applicant/Agent  
Pakistan.

**Respondent:**

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

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**The Case and Decision:**

The aspirant's application for accreditation was disapproved for failing to submit its bank guarantee by the extended deadline granted by IATA. In its request for review the Applicant stated that having paid the appropriate fees they had been asked to submit a bank guarantee. However, due to "new strict regulations imposed by the State Bank of Pakistan" the process took a lot longer than hoped for. It had now acquired the required financial security, which had been submitted to IATA.

IATA advised that the submitted document had been found to be satisfactory.

Bureaucratic processes can be unpredictable from an elapsed time perspective, hence, the Applicant should be commended for persisting in its efforts to meet IATA's requirement and should be given another opportunity to succeed.

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. having submitted a valid bank guarantee to IATA the Party's application for accreditation must be progressed.

This Decision is effective as of today.

Decided this 13<sup>th</sup> day of August 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 28<sup>th</sup> August 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 29<sup>th</sup> August 2019, I will assume that there is no objection to that action being taken.

Yours faithfully,

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