

## **Rules on Disciplinary Measures in Case of Non-Compliance**

### **I. Temporary suspension of transaction (for a period of 6 months)**

An agency shall be suspended from transaction, if:

- 1 it is found to be negligent in the handling of documents for visa application such as losing or damaging the documents for visa application; or
- 2 it is found to be negligent in protecting the personal information of the applicant short of leaking the information; or
- 3 it does not follow the relevant instructions of the Embassy; or
- 4 it does not fulfill the obligations as a representative agency.

### **II. Cancellation of Accreditation (Re-application may be made after a passage of the one (1) year)**

The accreditation of an agency shall be cancelled, if:

- 1 it is found to be negligent in handling documents for visa application such as losing a passport, or losing all the documents for visa application; or
- 2 it is found to be negligent in protecting the personal information of the applicant such as unintentional leakage of information; or
- 3 it is found to be improper in the transaction of fees such as requiring more payment than the published fee, even when the applicant so consents; or
- 4 it is found to be in additional violation of Provision I above, while it is suspended from transaction under Provision I; or
- 5 the Embassy decides that there is a need to cancel the accreditation due to misconduct of an agency.

### **III. Permanent Cancellation of Accreditation**

The accreditation of an agency shall be irrevocably cancelled, if:

- 1 the management or staff of the agency take part in falsifying application; or
- 2 the management or staff of the agency intentionally abandon the documents for visa application (including passports); or
- 3 the management or staff of the agency intentionally leak personal information of an applicant; or
- 4 it accepts the documents for visa application through a profit making middlemen and file it subsequently to the Embassy; or
- 5 it accepts a visa application and forwards the application documents to another agency for filing; or
- 6 it is found to be improper in the transaction of fees such as collecting an additional fee from the applicant without prior explanation for such additional fee; or
- 7 the Embassy decides that there is a need to cancel irrevocably the accreditation due

to unlawful conduct of the agency.