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Death Knell for Ordinary Travel Agents

Z-airlines target ordinary travel agents. Only large agents to stay

hat the Airlines do not yet recognize is that the changes they arbitrarily implement would ultimately undermine their own credibility and existence. Anti Trust Laws, Competition Laws would eventually send them crawl on their knees.

AH Correspondent

After the incredulous “zero commission” or “Transaction Fee” model, these airlines have come up with TAP —Ticket Authority Process. It is nothing but empowering Airlines to recall ticket stock from any Agent they choose. IATA’s age-old and time tested system is subverted.

Below is an analysis of TAP from an agent’s point of view.

TAP from different Perspectives

A) Technical & Legal Perspective

TAP is ill-conceived, illogical and ill-implemented.

The concept of TAP challenges the spirit of Airline-Agent relationship which IATA has strived to maintain healthily from the very inception. PSAA is meant to bond principal with Agent on the cushion of sound contractual terms. Principal can have authority over Agents only to the extent accepted by the Agent, not beyond. This should explain ill-conception.

During the currency of an agreement, variations of terms and conditions of the agreement have to be accepted by both parties. Principles of natural justice demand so. Concurrence of Agents has not been solicited prior to introducing TAP and thus the incidence of TAP turns illogical.

How TAP has been enforced defies procedural requirements laid down by IATA itself. Res 878 allows a Member to opt for General Concurrence subject to certain limitations. These are:

878.2.1 further mandates that statement of General Concurrence should be addressed to Regional Director, IDFS, (GVA/MIA/SIN), should be completed by the desiring member, should be signed in duplicate and be deposited with IATA and that

- the statement shall mention the opted areas (1/2/3) and confirm issuance of “Certificate of Appoint” vide Res. 820 and that

- 878.2.3 mandates that a list of members appointing Agents by General Concurrence shall be published in the relevant Travel Agent’s Handbook. That explains ill-implementation. The means employed appear to be dictatorial in nature. In a country like India where ” Rule of Law” is the order, such procedures appear irregular diversions. **B) Humanitarian Perspective**

TAP is designed to invest unlimited and absolute authority on the Principal Airlines since they can, by their sole will, appoint Agents or fix limits of Ticket Stock. THERE ARE NO CRITERIA, MANDATE OR DIRECTIVES WHATEVER, STRANGELY ENOUGH.

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