

**RESOLUTION 860a****PASSENGER AGENCY PROGRAMME  
GLOBAL JOINT COUNCIL (PAPGJC)**

- △ PAC(58)860a(except USA)      Expiry: Indefinite  
Type: B

Resolved that the Passenger Agency Programme Global Joint Council be established to manage the agent/airline relationship, provide a consultation forum for Conference decisions and jointly promote the IATA Passenger Agency Programme to airlines and agents.

**1. THE JOINT COUNCIL**

The Joint Council, hereinafter referred to as the "Council", is responsible for providing oversight on those aspects of the Passenger Agency Programme relevant to the Agent/Airline relationships.

**2. COMPOSITION**

**2.1** The Council shall be composed of a maximum of 24 members and shall include equal representation of Member Airlines and Travel Agency representatives:

**2.1(a)** the Airline delegates shall be selected from Members serving on the Steering Group of the Passenger Agency Conference and to the extent possible shall represent the three IATA Conference areas,

**2.1(b)** Travel Agency representation shall be as designated by recognised agency associations, and to the extent possible shall represent the three IATA Conference areas. The Chair/Chief Executive of WTAAA, ECTAA and UFTAA shall be non-voting ex-officio Members.

- △ **2.1(c)** the Council shall nominate its own Chair and deputy Chair. The position of Chair shall be non-voting. In the event the Chair is elected from voting members, an alternate voting member shall be nominated to take the voting seat vacated by the Chair. The initial renewable term of the Chair shall be two years;

- △ **2.2** The Chair of the Passenger Agency Conference shall be invited to attend Council meetings in an observer capacity;

- △ **2.3** the Council shall set its rules and procedures, provided that the quorum necessary to take action shall be not less than two-thirds of the members of each of its two constituencies. The Chair may authorise the presence of observers, where he deems it advantageous to address the issues before the Council;

**2.4** the Council shall act by submitting recommendations that must first be approved by a simple majority present of each of the two constituencies;

**2.5** the Council shall meet not less than twice annually, and at least one meeting shall be arranged to coincide with the publication of the Passenger Agency Conference Agenda;

**2.6** IATA shall provide adequate Secretariat support for meetings of the Council. Reports and recommendations of the Council shall be placed on the agenda of the Passenger Agency Conference.

## 2.7 European Issues

If a significant issue or number of issues relating purely to Europe or the European Union/European Economic Area arise, the Council composition will be adjusted to allow for additional delegates representing countries in Europe to attend. Thereafter and where appropriate, such issues will be addressed as a separate meeting. The Agency Administrator and the Chief Executive of ECTAA shall be ex officio members.

## 3. RESPONSIBILITIES

**3.1** The Council shall be responsible for making recommendations to Conference on the development, management and marketing of the Passenger Agency Programme which shall include the consideration and development of an Ombudsman. The Council may make recommendations to Conference for improvements to all aspects of the Agency Programme.

**3.2** The Council shall review the Conference agenda immediately after publication and in any event no later than 30 days from publication.

**3.2.1** The Council shall be authorised to review all agenda items, and recommend changes to proposed resolution amendments having a direct impact on the Agent/Airline relationship. The procedure for taking forward Council recommendations shall be as per the following provisions:

**3.2.1(a)** any recommendations shall be included with the next Conference agenda submittal by the Secretary;

**3.2.1(b)** the Conference will review both the original proposal and the amended proposal submitted by the Council. If Conference takes action to adopt the original proposal the matter will be referred back to the Council, and the resolution amendments shall be held suspended pending review by the Council;

**3.2.1(c)** provided there are issues to be addressed, the Council shall convene to review the decisions of PAConf immediately following such Conference, and in any event no later than 30 days following that Conference;

**3.2.1(d)** following the review any changes to the proposal, including any recommendation for deferral of implementation, shall be presented to the Conference for consideration by mail vote, or as a recommendation for an agenda submission to the next PAConf;

**3.2.1(e)** thereafter the Secretary will declare the result, whether in favour of the Council recommendation or that agreed at Conference, and the new or amended resolution change will be adopted;

**3.2.1(f)** the Council shall also review any on-site items considered by the Conference and recommend any changes as per the procedure listed above;

**3.2.1(g)** the Council is not authorised to change or ignore Resolutions.

## 3.3 Strategic Issues

**3.3.1** The Council may establish a Strategic Forum comprised of representatives from the Council and IATA.

**3.3.2** Such Forum shall comprise of an equal number of airline and Agent representatives which shall not exceed six from each side and may invite relevant interested organisations to participate in discussions on agenda items. The Forum is charged with exchanging information and developing strategic issues relating to passenger distribution standards and the industry infrastructure. It will also address any issues referred to it by the Council.

**3.3.3** The Forum shall meet as required and such meetings will normally be held immediately prior to the Council meeting. The Forum has no decision making authority, reports to the Council and any recommendations will require the approval of the Council before being submitted to any other decision making body.

**3.3.4** Subject to the unanimous agreement of both Agents and airlines the Council may issue Press Releases and public statements on topics that are part of their responsibilities.

## 4. AGENCY FEES

The Council may recommend to Conference changes to agency fees.

## 5. TECHNICAL ADVISORY GROUP

△ **5.1** the Council may establish a Technical Advisory Group (TAG) to consider any technical, operational aspect of the Passenger Agency Programme concerning Accredited Agents, BSP Airlines and GDSs. The TAG will be under the direct control of the Council and the Council Chair will chair its meetings.

**5.2** IATA will provide adequate Secretariat support for the TAG, including legal services.

**5.3** The TAG will:

- (i) be composed in equal numbers of qualified staff of both airline and agent members of the Council
- (ii) consist at a minimum of two airline and two agent representatives as nominated by the Council
- (iii) determine best practice solutions and make recommendations to the Council in the form of technical proposals describing industry process improvements
- (iv) provide feedback, as required, on technical or operational resolutions or recommended practices of the Passenger Standards Conference relating to matters that impact the Passenger Agency Programme

**5.4** the TAG may additionally include experts from GDSs and tariff filing agencies to advise on industry technical processes, and to assist in the examination of the same in order to provide recommendations for process improvements in the interests of industry efficiency, through the elimination of errors and the achievement of cost reductions.

**5.5** Recommendations of the TAG will be subject to approval by the Council.

## **6. TRAVEL AGENCY COMMISSIONER PROGRAMME**

**6.1** The Travel Agency Commissioner Programme (hereinafter TAC Programme) is under the purview of the Council.

**6.2** The Council shall receive and approve the budget of the TAC Programme in compliance with the following principles:

- the costs of the TAC Programme shall be borne in equal proportions by Members and Accredited Agents
- funding for the Programme shall be furnished through IATA, which shall provide 50% from monies contributed by all IATA Members, and 50% from monies contributed by all IATA Accredited Agents
- each IATA Accredited Agent may be called upon to contribute not less than USD 5.00 nor more than USD 10.00 per year or acceptable equivalent per location

**6.3** The Council shall control the budget and associated expenditures. It will in particular monitor that expenditures are in line with the terms and objectives of the TAC office.

**6.4** Part of the expenditures should be associated to the establishment and update of a public database of TAC decisions.

**6.5** The Council shall receive regular reports provided by IATA on TAC's activities in a format and at a frequency determined by the Council.

## **7. TRAVEL EXPENDITURES**

**7.1** Each IATA Accredited Agent will be called upon to contribute to an additional fee of not more than USD 2.50 per year or acceptable equivalent per location to cover expenditures associated to the reimbursement of travel expenses incurred by PAPGJC Travel Agency representatives attending PAPGJC meetings. This special fund will be managed by the PAPGJC Agent Representative ex officio and will at the end of each year be required to provide a financial report to the PAPGJC to review the management of these funds.

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