KERALA STATE PLANNING BOARD

EXPRESSION OF INTEREST

For Selection of a Media and Communication Agency for Social Media Management, Content Production and Audio-Visual Documentation

EOI No.	SPB-PCD/36/2026-PCD
Date of issue	13 October 2026
Last date for written queries	24 October 2026, 5:00 p.m.
Last date and time for submission of Technical Proposals	31 October 2026, 5:00 p.m.
Mode of submission	Technical Proposal only: PDF sent via email to empanelment.spb@kerala.gov.in with the Subject: Expression of Interest for Selection of a Media and Communication Agency, Kerala State Planning Board. Financial Proposals are submitted later on invitation, under Section 9.
Address for submission	Member Secretary, Kerala State Planning Board, Pattom, Thiruvananthapuram – 695004
E-mail for queries	[empanelment.spb@kerala.gov.in]
Website for notices and replies	spb.kerala.gov.in

Only a Technical Proposal is required at this stage. Selected applicants will then be invited to submit Financial Proposals, on the dates in paragraph 7.1.

1. INVITATION

1.1 The Kerala State Planning Board (KSPB, or "the Board") invites Expressions of Interest (EOI) from qualified and experienced media and communication agencies for social media management, content production, public outreach and audio-visual documentation services.

1.2 The Board will first appraise the Technical Proposals and shortlist applicants. Only the shortlisted applicants will then be invited to submit Financial Proposals, on the timetable in paragraph 7.1.

1.3 Applicants shall submit only a Technical Proposal at this stage. No financial proposal, monthly retainer quotation or other commercial offer shall be submitted with it, and a Technical Proposal that discloses a price shall be rejected.

1.4 The shortlisted applicants will be invited to submit Financial Proposals against the Schedule of Deliverables at Annexure A, in the manner set out in Section 9.

1.5 Shortlisting under this EOI shall not create any right to engagement or constitute an award of work. The Kerala State Planning Board reserves the right not to award the engagement.

2. BACKGROUND AND OBJECTIVE

2.1 The Kerala State Planning Board was constituted in September 1967 as the apex body responsible for formulating the State's Five Year Plans and Annual Plans, preparing the Economic Review, and coordinating planning activities across departments and local governments.

Government has since decided, vide paragraph 65 of the Revised Budget Speech 2026–27, to reconstitute the Board as a Government think tank. The Board is to play a greater role in monitoring the implementation of priority projects and in acting as a link between civil society organisations and the State Government to transform ideas into practical projects.

2.2 Kerala has a long tradition of participatory planning. Alongside Government departments and technical institutions, planning has involved citizens, local governments, Grama Sabhas, Ward Sabhas, Ayal Sabhas and other participatory forums.

The preparation of the Fifteenth Five Year Plan provides an opportunity to further strengthen this tradition by using digital platforms to broaden public awareness, engagement and participation.

2.3 The Kerala State Planning Board proposes to strengthen its digital and social-media presence as an important channel for:

- explaining the State's planning and development process;
- communicating the work of the Planning Board;
- disseminating the Approach Paper, Five Year Plan, Annual Plans, Economic Review and other important documents and initiatives;
- reaching younger citizens and audiences that may not ordinarily participate in conventional planning forums;
- encouraging informed public engagement with development issues;
- receiving and systematically documenting citizen feedback;
- communicating district-level and sectoral development experiences and success stories; and
- strengthening communication between the Planning Board, citizens, local governments, civil society, academia, industry and the Kerala diaspora.

2.4 Social media should work alongside the State's existing participatory planning mechanisms and contribute to informed public engagement with the planning process.

The selected agency will collect, classify and periodically submit citizen feedback to the Kerala State Planning Board in a structured format. Decisions regarding the use or onward transmission of such feedback to Working Groups, District Planning Committees or other forums shall remain with the Kerala State Planning Board.

3. SCOPE OF WORK

The scope of work of the selected agency shall include the following. The minimum monthly volume of work is set out in Annexure A.

3.1 Social Media Management

- Create, where required, and professionally manage the official social-media accounts of the Kerala State Planning Board.
- Register every account in the name of the Kerala State Planning Board, using official e-mail addresses controlled by the Board.
- Audit, reorganise and maintain existing accounts to a consistent institutional standard.
- Manage platforms including X, Facebook, Instagram, YouTube and LinkedIn, and any other platform that may be identified by the Board.
- Develop content calendars and publishing schedules for the Board's approval.
- Monitor engagement and provide regular analytics and performance reports.

3.2 Public Outreach and Participatory Planning

- Use digital platforms to increase awareness of and participation in the planning process.
- Design mechanisms such as posts, polls, explainers and moderated digital interactions for receiving public views.
- Collect and classify citizen feedback and submit periodic structured reports to the Planning Board.
- Support outreach associated with public consultations and other participatory planning processes.

3.3 Content Strategy and Production

Develop and implement an integrated bilingual content strategy in Malayalam and English using formats including:

- standard social-media posts;
- explainers;
- infographics;
- short-form videos;
- Instagram Reels;
- YouTube Shorts;

- podcasts;
- interviews;
- longer-form video content;
- photographs and visual stories; and
- other digital formats agreed with the Board.

Content should be capable of reaching diverse audiences, including young people, officials, researchers, academics, civil society, local governments and informed citizens.

3.4 Audio-Visual Documentation

Provide professional photography, videography and related documentation of:

- public consultations;
- district-level Planning Board meetings;
- Working Group interactions, where required;
- public outreach programmes;
- major Planning Board events;
- district-level planning initiatives;
- development experiences and success stories; and
- interviews with officials, experts, civil society representatives and citizens.

Material should be produced in forms suitable for social media, the Planning Board website, institutional archives and, where the Board requires, publications such as the Economic Review and the Five Year Plan.

3.5 Platform-Specific Strategy

Develop a separate strategy for each platform.

LinkedIn may additionally be used for professional outreach and recruitment communication relating to consultants, Research Assistants, interns and other professional requirements of the Planning Board.

3.6 Website and Digital Collateral

Produce digital collateral for the Planning Board website, consistent with the design, messaging and institutional identity used across social-media platforms.

3.7 Additional Requirements

The assignment shall also include:

- a monthly citizen-feedback digest;
- periodic social-media analytics and performance reports;
- a District Success Story series;
- Malayalam and English captioning of video content;
- accessibility measures, including alternate text and other measures for persons with disabilities;
- specific outreach to Non-Resident Keralites and the wider Kerala diaspora; and
- maintenance of an organised digital archive of all content produced.

The minimum monthly deliverables are set out in the Schedule of Deliverables at Annexure A, so that the shortlisted applicants price the same work. Service levels and deductions are set out in Annexure C.

3.8 Paid Promotion

Paid advertisement or paid promotion of content on any platform is outside the retainer. The agency shall undertake paid promotion only on the written instruction of the Board and in accordance with the procedure of Government for advertisement.

4. PROPOSED PERIOD OF ENGAGEMENT

4.1 The engagement will initially be for a period of 12 months from the date of the work order or agreement.

4.2 Any extension or renewal shall be for up to 12 months at a time, on the same rates unless revised by agreement, and shall be based on satisfactory performance, the requirements of the Board and the approval of the competent authority.

4.3 The engagement is expected to cover, among other activities, communication relating to:

- preparation and dissemination of the Approach Paper for the Fifteenth Five Year Plan;
- preparation of the Fifteenth Five Year Plan 2027–32;
- Annual Plan 2027–28;
- Working Group activities;
- district-level consultations;
- public outreach and participatory planning initiatives; and
- subsequent dissemination of major Planning Board documents and initiatives.

5. ELIGIBILITY AND MINIMUM QUALIFICATION

Applicants should demonstrate the professional, organisational and operational capacity to undertake an assignment of this nature and scale. Each condition below is assessed as on the last date for submission.

5.1 Organisational Experience

The applicant shall:

- be a legally constituted entity registered in India(excluding individuals), holding a Permanent Account Number (PAN) and Goods and Services Tax (GST) registration; and
- have at least five years of relevant professional experience in media, digital communication, social-media management, content production or related communication services.

5.2 Comparable Assignments

The applicant shall provide documentary evidence of relevant assignments undertaken for Government departments, public institutions, public sector undertakings, major institutions, reputed organisations or comparable clients. Experience in Government and institutional communication is scored under the first criterion in paragraph 8.3.

5.3 Bilingual Capability

The applicant shall demonstrate professional capability to conceptualise, write, edit and produce high-quality content in both Malayalam and English.

5.4 Professional Team

The applicant shall demonstrate access to an established multidisciplinary professional team with capabilities covering:

- communication and social-media strategy;
- Malayalam content;
- English content;
- graphic design and visual communication;
- photography;
- videography and video editing;
- digital and social-media management; and
- analytics and performance reporting.

5.5 Kerala Presence and Statewide Capability

The applicant shall demonstrate:

- an existing operational presence or established professional arrangements within Kerala; and
- the ability to provide timely communication, photography, videography and production support across the districts of Kerala.

Operational presence may be demonstrated through an existing office, professional team, production facilities or other established operational arrangements within the State. Applicants headquartered or registered outside Kerala are eligible.

5.6 I&PRD Empanelment

Current or previous empanelment with the Information and Public Relations Department, Government of Kerala, will be considered as evidence of relevant experience under criterion 1 in paragraph 8.3. Applicants without such empanelment are also eligible.

5.7 Declarations and Disclosure

Applicants shall provide declarations that:

- they have not been blacklisted or debarred by any Government department, public authority or public sector organisation;
- there is no material conflict of interest affecting the proposed assignment; and
- all information and documents submitted in response to this EOI are true and correct.

Applicants shall also disclose any work done for a political party, candidate or election campaign in the two years before the last date for submission. The Board will consider such work when it assesses conflict of interest, and may decline an applicant whose political work it judges would compromise the neutrality of the Board's communication.

5.8 Production Partners

An applicant may meet the requirements in paragraphs 5.4 and 5.5 partly through documented arrangements with production partners. The applicant shall remain solely responsible for the engagement. Joint and consortium applications shall not be accepted.

6. TECHNICAL PROPOSAL

The Technical Proposal shall include:

- profile and legal status of the agency, with copies of its certificate of registration or incorporation, PAN and GST registration;
- details of relevant professional experience, with work orders or completion certificates supporting the experience claimed;
- details and documentary evidence of comparable assignments;
- understanding of the mandate of the Kerala State Planning Board and Kerala's participatory planning process;
- proposed overall communication and public-outreach strategy;
- approach to gathering, classifying and reporting citizen feedback;
- creative approach and representative sample concepts in Malayalam and English;
- platform-wise strategy for X, Facebook, Instagram, YouTube and LinkedIn;
- proposed approach to photography, videography and audio-visual documentation across districts;
- proposed professional team, with profiles of key personnel, and details of any production partners under paragraph 5.8;
- details of operational presence and established professional arrangements in Kerala;
- organisational and production capabilities;
- service-response mechanism and indicative turnaround arrangements;
- approach to accessibility and diaspora engagement;
- portfolio of relevant work; and
- the declarations and disclosure required under paragraph 5.7.

The Technical Proposal shall carry a covering letter, and every page shall be signed by an authorised signatory of the applicant.

7. TIMETABLE AND SUBMISSION

7.1 The selection will follow the timetable below. The Board will publish any revision on its website.

Stage	Date
Issue of the EOI on the Board's website	Tuesday, 13 October 2026
Last date for written queries	Saturday, 24 October 2026, 5:00 p.m.
Replies to queries published	Tuesday, 27 October 2026
Last date and time for submission of Technical Proposals	Saturday, 31 October 2026, 5:00 p.m.
Eligible applicants informed and invited to present by	Monday, 2 November 2026, 4:00 p.m.
Presentations by eligible applicants	Thursday, 5 November 2026, and Friday, 6 November 2026 if required
Last date for Financial Proposals, in sealed cover by post, from applicants invited to present	Monday, 9 November 2026, 5:00 p.m.

7.2 Interested agencies shall submit their Technical Proposal, with its covering letter, addressed to the Member Secretary, Kerala State Planning Board, Pattom, Thiruvananthapuram – 695004, on or before the last date and time for submission, via email to empanelment.spb@kerala.gov.in.

7.3 The applicant shall submit one soft copy in PDF by email. Sample videos and other large files may be shared through links to cloud folders, which shall remain accessible until the selection is completed.

7.4 The email shall be marked: "Expression of Interest for Selection of a Media and Communication Agency, Kerala State Planning Board".

7.5 Applicants may send written queries to the e-mail address shown at the top of this document up to the last date for queries.

7.6 Proposals received after the last date and time for submission shall not be considered. For Technical Proposals, the time of receipt in the Board's e-mail inbox shall count. For Financial Proposals, the time of receipt at the Board's office shall count, and the Board shall not be responsible for any delay in post or courier.

7.7 If the last date for submission falls on a holiday declared by Government, the next working day shall be the last date, at the same time.

7.8 Technical Proposals shall remain valid for 90 days from the last date for submission. The Board may request applicants in writing to extend this validity.

7.9 Applicants shall bear all costs associated with preparation and submission of the EOI.

8. TECHNICAL EVALUATION AND SHORTLISTING

8.1 The Board will constitute the Technical Evaluation Committee before the EOI is issued. Each member shall declare in writing any conflict of interest with an applicant, and a member with such a conflict shall withdraw from the evaluation.

8.2 Only applicants satisfying the eligibility conditions in Section 5 shall be taken up for detailed technical evaluation.

8.3 Technical Proposals shall be evaluated on the following criteria:

Sl. No.	Evaluation Criterion	Maximum Marks
1	Relevant experience and comparable assignments	10
2	Understanding of KSPB's mandate, participatory planning and proposed approach	25
3	Creative approach and quality of Malayalam and English sample concepts	20
4	Platform-wise digital and social-media strategy	10
5	Proposed team, key personnel and service-response mechanism	20
6	Statewide audio-visual production capability and turnaround	10
7	Demonstrated operational presence and capability in Kerala	5
	Total	**100**

8.4 Each criterion shall be scored using the sub-criteria and marking scale in Annexure B. Each member of the Committee shall score independently, and the technical score of an applicant shall be the average of the members' scores.

8.5 For evaluation of operational presence and capability in Kerala, applicants shall provide documentary details of their existing office, team, production facilities or other established operational arrangements within the State.

8.6 The Committee will invite every eligible applicant to present its Technical Proposal on the dates in the timetable in paragraph 7.1, for 20 minutes followed by 10 minutes of questions, in person or online. The Committee shall assess presentations within the sub-criteria in Annexure B. A presentation shall not add to or materially change the proposal submitted.

8.7 The Committee may seek written clarifications from applicants where necessary for evaluation, and applicants shall reply within 2 working days. A clarification shall not permit any material alteration or supplementation of the Technical Proposal originally submitted.

8.8 Applicants shall be required to secure a minimum technical score of 80 marks out of 100 to qualify for shortlisting.

8.9 Applicants securing the minimum qualifying score shall be shortlisted, and their Financial Proposals shall be opened under Section 9.

If no applicant achieves the qualifying score, the Board may issue a fresh EOI.

8.10 The Board will publish the technical scores of all applicants and the names of the shortlisted applicants on its website, and inform each applicant of its result.

8.11 No financial or price-based evaluation shall be undertaken at the technical evaluation stage.

9. FINANCIAL PROPOSAL AND FINAL SELECTION

9.1 Applicants invited to present under paragraph 8.6 shall submit their Financial Proposals in a sealed cover, by post, to the Member Secretary, Kerala State Planning Board, Pattom, Thiruvananthapuram – 695004, so as to reach by 9 November 2026, 5:00 p.m. The Board will open the sealed covers of shortlisted applicants only.

9.2 The Financial Proposal shall quote, exclusive of GST:

(a) an all-inclusive monthly retainer for the deliverables in Part A of Annexure A, with a breakdown of the retainer across the Part A items; and

(b) a unit rate for every additional service in Part B of Annexure A.

A Financial Proposal that does not quote the retainer, its breakdown and a rate for every item in Part B shall be rejected. The breakdown is used only to calculate deductions under Annexure C and does not enter the evaluation.

9.3 The evaluated price of each shortlisted applicant shall be its monthly retainer multiplied by 12, plus the sum of each Part B unit rate multiplied by the indicative annual quantity shown for it in

Annexure A. The indicative quantities are used only to compare proposals and do not commit the Board to order any additional service. The applicant with the lowest evaluated price shall receive a financial score of 100. Every other applicant shall receive a financial score calculated as 100 × lowest evaluated price ÷ that applicant's evaluated price.

9.4 The combined score of each shortlisted applicant shall be 80 per cent of its technical score plus 20 per cent of its financial score. The applicant with the highest combined score shall be ranked first. Where two applicants have the same combined score, the applicant with the higher technical score shall be ranked first, and if they are still tied, the applicant with the higher marks under criterion 2.

9.5 The Part B unit rates accepted from the selected agency shall form part of the agreement. The Board will pay for additional services only when it orders them in writing.

9.6 If an evaluated price is more than 20 per cent below the Board's estimated cost, the Board may ask the applicant to justify its price in writing within 2 working days, and may reject the proposal if the justification is not satisfactory.

9.7 Negotiation shall not be held, except in the exceptional circumstances and in the manner permitted by paragraph 1.2(x) of the Stores Purchase Manual.

9.8 The Board will issue a letter of award to the applicant ranked first. The selected agency shall sign the agreement, which will incorporate the terms in Annexure C, within 5 days of the letter of award, and shall begin work within 2 days of signing.

9.9 If the applicant ranked first does not sign the agreement within 5 days of the letter of award, the Board may offer the engagement to the applicant ranked next, at the price that applicant quoted.

9.10 The Board will pay the retainer monthly, after the end of each month, against an invoice. The Board will certify the deliverables within 15 days of receiving the invoice and make deductions only as set out in Annexure C. Taxes will be deducted at source as applicable.

9.11 Shortlisting under this EOI shall not by itself commit the Kerala State Planning Board to award any work to any applicant.

10. GENERAL TERMS AND CONDITIONS

10.1 The Kerala State Planning Board reserves the right to verify any information or documents submitted by an applicant.

10.2 Any material misrepresentation, suppression of information or submission of false documents may result in rejection of the application or termination of the engagement.

10.3 The Board reserves the right to modify, suspend or cancel the EOI process at any stage in accordance with applicable Government procedures. Any modification will be published on the Board's website.

10.4 The agreement shall incorporate the principal terms in Annexure C. Applicants accept these terms by submitting a proposal, so that the agreement can be signed within the time in paragraph 9.8.

10.5 All social-media accounts created or managed under the engagement, together with administrator rights, access credentials, databases, analytics, photographs, raw footage, edited material, designs, source and editable files and institutional archives created under the assignment, shall remain under the ownership and control of the Kerala State Planning Board. On completion or termination of the engagement, the agency shall hand over all credentials, files and material to the Board within 7 days.

10.6 The selected agency shall maintain strict confidentiality regarding unpublished Plan documents, Working Group deliberations, internal discussions and other information accessed in the course of the engagement.

10.7 The selected agency shall comply with applicable laws, rules and Government guidelines relating to data protection, use of artificial intelligence, copyright, accessibility, photography and videography of public functionaries, and digital communication.

10.8 This EOI process shall be governed by the laws of India. Courts at Thiruvananthapuram shall have jurisdiction.

Member Secretary
Kerala State Planning Board

Thiruvananthapuram

ANNEXURE A: SCHEDULE OF DELIVERABLES

Part A sets out the minimum monthly deliverables covered by the retainer. Part B lists additional services that the Board may ask for, charged at the unit rates quoted. Both are priced by the shortlisted applicants in their Financial Proposals.

Part A: Minimum monthly deliverables

Sl. No.	Deliverable	Minimum per month
1	Posts in total across X, Facebook, Instagram and LinkedIn, of which at least 20 in Malayalam	40
2	Short-form videos (Instagram Reels and YouTube Shorts)	8
3	Explainer videos of 2 to 5 minutes	2
4	Infographics	8
5	Podcast episodes	2
6	Shoot days covering consultations, district meetings and Board events anywhere in Kerala, including travel	6
7	District Success Story, in video and written form	2
8	Citizen-feedback digest submitted to the Board	1
9	Analytics and performance report	1
10	Website collateral items	10

For this Schedule, a shoot day means up to 8 hours of coverage by a photographer and a videographer; a podcast episode runs 20 to 40 minutes; a District Success Story consists of a video of 3 to 5 minutes and a written account of about 500 words; and live streaming covers up to 4 hours of an event. Videos posted on YouTube count under items 2, 3 and 7. Edited photographs and a short video of each covered event shall be delivered within 48 hours, and these event videos do not count towards item 2. All video content shall carry Malayalam and English captions, and all images shall carry alternate text. Shoot days not used in a month shall not carry over to the next month. The agency shall maintain an organised archive of all material produced.

Part B: Additional services at unit rates

Sl. No.	Additional service	Unit	Indicative annual quantity (for evaluation only)
1	Additional shoot day in Thiruvananthapuram	Per day	6
2	Additional shoot day in other districts, including travel	Per day	12
3	Additional explainer video of 2 to 5 minutes	Per video	4
4	Additional podcast episode	Per episode	4
5	Live streaming of an event	Per event	6

ANNEXURE B: SUB-CRITERIA AND MARKING SCALE

The Committee shall award marks for each sub-criterion below. Where a sub-criterion calls for judgement, each member shall award the full marks for an excellent response, 75 per cent for a good response, 50 per cent for an adequate response, 25 per cent for a weak response and nothing where the point is not addressed.

Criterion	Sub-criterion	Marks
1. Relevant experience and comparable assignments (10)	(a) Comparable assignments in social media management or content production, with documentary proof: 2 marks for each, up to 3 assignments	6
	(b) Work for Government departments, public institutions or public sector undertakings, or empanelment with the Information and Public Relations Department: 4 marks; work only for other institutional clients: 2 marks	4
2. Understanding and proposed approach (25)	(a) Understanding of the Board's mandate and of participatory planning in Kerala	10
	(b) Outreach plan for the Approach Paper, the Annual Plan and the Fifteenth Five Year Plan	8
	(c) Method for gathering, classifying and reporting citizen feedback to the Board	7
3. Creative approach (20)	(a) Quality of the Malayalam sample concepts	8
	(b) Quality of the English sample concepts	6
	(c) Suitability for younger audiences, and accessibility	6
4. Platform strategy (10)	(a) A distinct plan for each of X, Facebook, Instagram, YouTube and LinkedIn	6
	(b) Use of LinkedIn for recruitment outreach, and outreach to Non-Resident Keralites	4
5. Team and service response (20)	(a) Qualifications and experience of the lead strategist and the Malayalam and English content leads, shown in their profiles	8
	(b) Depth of design, photography, video and analytics staff	7
	(c) Service-response mechanism, including a named account manager and response times	5
6. Audio-visual capability (10)	(a) Number of crews and equipment available for coverage at the same time in different districts	6
	(b) Proposed turnaround for edited material	4
7. Presence in Kerala (5)	Office in Kerala with staff: 5 marks; established professional arrangements in Kerala without an office: 3 marks	5
	Total	**100**

ANNEXURE C: PRINCIPAL TERMS OF ENGAGEMENT

The agreement and work order shall incorporate the following terms.

C.1 Nodal officers. The Board will designate a nodal officer, who approves content on behalf of the Board. The agency shall designate an account manager, who is reachable during working hours and, for urgent work, at all times.

C.2 Monthly plan. The agency shall submit a content plan for each month by the 20th of the preceding month. The nodal officer will approve it, with any changes, by the 25th.

C.3 Approvals. The agency shall publish nothing on the Board's accounts without the nodal officer's approval. The nodal officer will approve or comment on each item within 1 working day, and on urgent items, such as event coverage and announcements, within 4 hours.

C.4 Service levels. The agency shall deliver edited event material within 48 hours of each event, respond to a request from the Board within 4 working hours, correct or remove any item within 2 hours of the Board's request, and submit the monthly analytics report and citizen-feedback digest by the 5th of the following month.

C.5 Deductions. Where the agency delivers less than the Part A minimum for an item in a month, the Board will deduct from that month's retainer the value of the shortfall, using the breakdown submitted with the Financial Proposal. For each day of delay in delivering event material beyond 48 hours, the Board will deduct 1 per cent of that month's retainer, up to 10 per cent in a month.

C.6 Content standards. All content shall be factual and non-partisan, and shall follow Government guidelines on advertisement and on the use of photographs of public functionaries.

C.7 Review and termination. The Board will review performance at 3 and 6 months. If performance is unsatisfactory, the Board may terminate the agreement after giving written notice and 15 days to remedy the default. Either party may end the agreement for any other reason with 30 days' written notice.

C.8 Accounts, material and confidentiality. Paragraphs 10.5 and 10.6 apply. The agency shall use personal data collected in the engagement only for the engagement, and shall hand it over to the Board and delete its own copies when the engagement ends.

C.9 Partners. The agency may use only the production partners declared in its Technical Proposal, unless the Board agrees in writing to a change.

C.10 Disputes. The Member Secretary will first try to settle any dispute. Courts at Thiruvananthapuram shall have jurisdiction over any dispute that remains.