

North Eastern Regional Power Committee

**Minutes
of
Special Meeting on AMC of SAMAST Project of NER
States**

Date: 28/08/2025 (Thursday)

Time: 11:00 Hrs

Venue: NERPC Conference Room, Shillong

Member Secretary, NERPC, welcomed all participants and briefed about the background of the Special Meeting on the matter of Annual Maintenance Contract (AMC) of the SAMAST project of NER States.

The list of participants is attached as **Annexure-A**.

Annual Maintenance Contract (AMC) Support of the SAMAST-IT Solutions for NER States:

In line with the decision of 55th CCM and request received from Meghalaya and other NER States, the special meeting on Annual Maintenance Contract (AMC) Support of SAMAST Project was convened on 11/07/2025 through VC. This meeting laid the basis for rationalizing the Annual Maintenance Contract (AMC) costs for the SAMAST project.

Subsequently, as per the decision of Special meeting held on 11/07/2025, a follow-up meeting in physical mode was convened on 28.08.2025 at NERPC, Shillong, for clear understanding of requirements and scopes of AMC Contract of SAMAST Project of NER states and challenges facing for going forward with high costs. This meeting was convened to minimize the AMC cost by finalizing a revised scope of AMC services with the respective vendors namely M/s PwC, M/s Genus and M/s Infotek.

The Member Secretary, NERPC reiterated that the purpose of the meeting was to arrive at rationalized AMC framework in line with the financial realities of the NER States. He stressed that the revised scope shall reflect the actual requirements of States and ensure a cost structure that is fair, transparent, and sustainable.

Meghalaya representative made a detailed presentation on AMC costs, with breakup of each component using typical benchmark data and cost available in the market. Their analysis suggested that significant reductions could be achieved in the metering part, manpower deployment, and spares management. Meghalaya also requested that costs should be distributed more equitably, noting that the states like Arunachal Pradesh, despite having a less number of meters with very small electrical load, continues to bear the same burden as larger States.

For the software AMC, Meghalaya pointed out that PwC's quote for software part and it's consortium Infotech's quote for hardware part was much higher than market standards. Therefore, it is proposed that AMC should ideally fall reasonably within 8–12% of project cost.

M/s Genus responded that all States had declared go- live under SAMAST, but some payments were still pending. They explained that their AMC costs included manpower deployment, transportation, spares, and system tuning. While M/s Genus maintained that their offer for AMC was competitive, they assured that based on a revised common scope from States, they would be open to cost rationalization. Genus also strongly supported moving towards a single NER-wide AMC rather than fragmented State-specific contracts.

M/s PwC and M/s Infotek informed that Meghalaya's cost analysis is based on generic models available in the public domain, which did not reflect the actual system requirements of SAMAST. Further, they stressed that their AMC costs included licensed software, firewalls, cybersecurity compliance, statutory requirements, and hardware support — all of which were critical for reliable system operations.

M/s PwC re-iterated that module-wise breakup was difficult since multiple applications share a single database server. However, they assured that resource deployment could be optimized depending on the States' revised requirements.

M/s Infotek added that their AMC costs also accounted for battery replacements, warranty compliance, certified equipment standards, and administrative overheads.

Tripura representative has raised the concerns about non-reporting of meters and data validation issues with Genus-installed meters despite repeated follow-ups.

Assam representative highlighted persistent time-drifting issues in SAMAST meters and requested an urgent resolution, while Manipur supported the demand for proper data validation.

Manipur representative further suggested that the number of physical visits should be factored into AMC and that costs should be linked to the actual number of meters installed. Both Tripura and Manipur reiterated the importance of ensuring accurate data validation to improve energy accounting.

Meghalaya representative also suggested during the course of discussions, pooling common inventory at a central location, relying more on remote support, and reducing manpower deployment costs without altering the scope of work. These measures, they opined, would significantly bring down costs while maintaining reliability.

After detailed deliberations, forum exhorted that all States shall work out together to prepare a Common revised scope of AMC, covering both hardware and software requirements. The consolidated scope would then be shared with Genus for metering-related AMC and with PwC for the software AMC. Based on this input, vendors would be required to submit revised AMC offers, duly factoring in the financial situation of NER States, system utilization levels, and the scope for cost reduction. States were also advised to finalize and clearly communicate their preferred payment terms, including whether quarterly or annual payments would be explored.

Member Secretary further emphasized that the revised AMC structure should be a win-win arrangement for all stakeholders, balancing the cost concerns of States with the operational and compliance needs of vendors. He further informed that another online meeting shall be convened in September, 2025. Meanwhile all States should finalize the revised AMC scope with consensus. The consolidated scope for

all NER States would then be shared with the respective vendors to enable for submission of revised offers for the SAMAST AMC.

The meeting ended with vote of thanks to the chair.