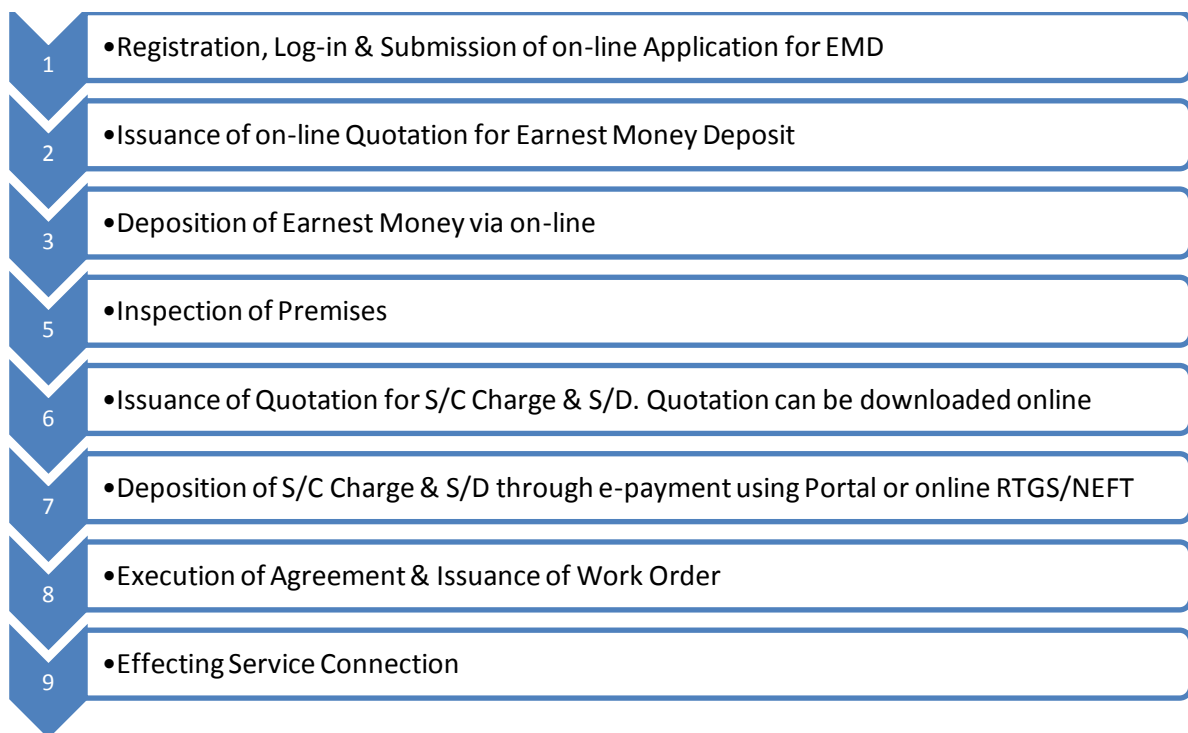




Manual of WBSEDCL Online System for New Connection (Industrial) above 50 KVA

WBSEDCL prefers online application for new connection

Process flow



Details

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Step 1: Open User Login Page

On WBSEDCL Portal Home page: <https://www.wbsedcl.in> select tab Consumer Corner > Connection Management > Online application > New Connection (Bulk/Industrial)

Step 2: New User Registration

Click on New User link to create a new user id which will be used for new online application.

The screenshot displays the WBSEDCL portal's 'New Connection (Bulk/Industrial)' page. The header includes the WBSEDCL logo, the company name 'WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED', and a 24x7 Helpline number 'Call 19121'. The navigation bar contains links for HOME, ABOUT US, CUSTOMER CORNER, TENDERS, PROJECTS, and PLANS & REPORTS. A search bar is also present. The left sidebar lists various services: New Connection (Bulk/Industrial), New Connection (LT Others), Temporary (Pipa/Others), New Connection Application Status, Load Enhancement (LT Consumers), and Load Enhancement Application Status. The main content area is titled 'New Connection (Bulk/Industrial)' and features a 'My Account' section with a user icon. Below this, there are input fields for 'Username' and 'Password', a 'Login' button, and links for 'New User' (highlighted with a green box) and 'Forgot Password'. At the bottom, there are three informational boxes: 'Industrial Consumers having connected load below 50KVA' with a 'Guidelines' link, 'Industrial Consumers having load demand 50 KVA & above' with a 'Guidelines' link, and 'SOPs' with a link to '46/WBERC dated 31.05.2010'.

Step 3: Provide Details for new user id creation

Fill the details: Name, User ID & Mobile Number. Next click on **Generate OTP** Button. An OTP will be sent to the Mobile Number.

West Bengal State Electricity
Distribution Company Limited

Registration For Industrial New Connection Applicant

Fields marked with an asterisk (*) are mandatory

Name: *

User ID: *

Mobile Number: *

Generate OTP

In case of any problem, you can report us to crmcell@wbsecl.in

Website optimised for IE 7+ with 1024 x 768 px Screen Resolution

Step 4: Validating via OTP

Fill up the OTP & then click on **Validate** Button.

West Bengal State Electricity
Distribution Company Limited

Registration For Industrial New Connection Applicant

Fields marked with an asterisk (*) are mandatory

Name: *

User ID: *

Mobile Number: *

Provide OTP: *

Generate OTP

Validate

In case of any problem, you can report us to crmcell@wbsecl.in

Website optimised for IE 7+ with 1024 x 768 px Screen Resolution

Step 5: Fill up Email & Password

Next Email ID & Password need to be filled up. After that click on **Submit** Button.

West Bengal State Electricity
Distribution Company Limited

Registration For Industrial New Connection Applicant

Fields marked with an asterisk (*) are mandatory.

Name: *

User ID: *

Mobile Number: * [Generate OTP](#)

Email ID: *

Confirm Email ID: *

Password: *

Confirm Password: *

[Submit](#) [Reset](#)

In case of any problem, you can report us to crmcell@wbsecl.in

Website optimised for IE 7+ with 1024 x 768 px Screen Resolution

Step 6: Successful User ID Creation

After Submit the user id will be created & a successful message will be shown. The Login credentials will be mailed to the respective mail id also.

West Bengal State Electricity
Distribution Company Limited

Registration For Industrial New Connection Applicant

User has been created Successfully. Your login credentials has been sent to [redacted]@gmail.com

In case of any problem, you can report us to crmcell@wbsecl.in

Website optimised for IE 7+ with 1024 x 768 px Screen Resolution

Step 7: Login using created User ID & Password

Next Go to Login Page via following path: [Consumer Corner](#) > [Connection Management](#) > [Online application](#) > [New Connection \(Bulk/Industrial\)](#). Provide Username & Password to Login to Industrial New Connection application page.



Step 8: Selection of Load Category

4 Types of Industrial Connections are applicable in WBSEDCL:

1. Less than 50KVA: Managed from CCC/Division Level.
2. 50KVA to 125KVA: Managed from Region level.
3. Greater than 125 KVA and less than 1500 KVA: Managed from Region level.
4. 1500 KVA and Above: Managed from Central Commercial Department level.

User need to select Type no. 2/3/4 in this case.



Step 9: Selection of Region & CCC

- In case of Load 50KVA to 125KVA Consumer need to select Region & Regional Office. Then click on next.

Tips :

a. **Region:**

User can check nearby locality and get their Regional WBSEDCL Office. For more information, user can contact toll Free Numbers (available in website).

b. **Rural / Urban :**

Generally locality covered under Municipality are considered as Urban area.

The screenshot shows a web browser window with the URL <https://www.wbsedcl.in/irj/portal>. The page has a blue header with the text 'Welcome test industry' and a banner image of a dam. Below the banner is a navigation bar with links: 'Industrial New Connection', 'Download EMD/ Quotation Letter', 'New Connection E-Pay', 'Payment Receipt', 'Connection Status', and 'Change Password'. The main content area features a form titled 'Regional Office / Customer Care Center Selection'. The form contains the following fields:

- Load Category: * (Dropdown menu showing '50KVA to 125KVA')
- Your Email Id: (Text input field showing 'prakash.patel@gmail.com')
- Please select Region: * (Dropdown menu showing 'BIRBHUM REGION')
- Please Select Regional Office: * (Dropdown menu showing 'BIRBHUM REGIONAL OFFICE-3520000')

At the bottom of the form is a 'Next' button with a right-pointing arrow.

- In case of Load Greater than 125 KVA and less than 1500 KVA Consumer need to select Location of the connection.

The screenshot shows a web browser window with the URL <https://www.wbsecl.in/irj/portal>. The page features a blue header with navigation links: File, Edit, View, History, Bookmarks, Tools, Help. Below the header, there are two tabs: 'Registration with WBSEDCL P...' and 'Industrial New Connection - ...'. The main content area has a blue sidebar with 'Welcome test industry' and a main panel with a banner image of a dam and the WBSEDCL logo. The 'Industrial New Connection' section is active, showing a navigation bar with links: Industrial New Connection, Download EMD/ Quotation Letter, New Connection E-Pay, Payment Receipt, Connection Status, and Change Password. The 'Regional Office / Customer Care Center Selection' form is displayed with the following fields: Load Category: * (Greater than 125 KVA and less than 1500 KVA), Your Email Id: (redacted@gmail.com), Consumer Type: * (DE-CENTRAL), and Location: * (24-PARGANAS (SOUTH) REGIONAL OFFICE). A green box highlights the 'Next' button.

- In case of Load Greater than 1500 KVA Consumer need to select Location of the connection as CORPORATE COMMERCIAL CELL.

The screenshot shows the same web browser window as the previous one, but with the 'Load Category' set to '1500 KVA and Above'. The 'Consumer Type' is now 'CENTRAL' and the 'Location' is 'CORPORATE COMMERCIAL CELL'. A green box highlights the 'Next' button.

Step 10: Filling up General and Technical Information

Fill the required details & then click **Validate** button.

- Details need to be filled in case of 50 KVA to 125 KVA:

Regional Office / Customer Care Center Selection

Load Category: * 50KVA to 125KVA

Your Email Id: jeweldawjed@gmail.com

Please select Region: * BIRBHUM REGION

Please Select Regional Office: * BIRBHUM REGIONAL OFFICE-3520000

Next

General Information

Purpose of Supply: * Industrial

Type of Industry: * Agarbati

First Name: * test

Last Name: industry

Mobile Number: 09888888888

Address Line 1: * birbhum

Address Line 2:

Pincode: * 731204

Technical Information

Consumer Category: * Rural

Consumer Phase: * Three Phase

Meter Cost Deposit By Consumer: * No

Validate

- Details need to be filled in case of Load greater than 125 KVA:

Registration with WBSEDCL P... x Industrial New Connection - ... x +

https://www.wbsedd.in/irj/portal 90% Q

Welcome test industry

Industrial New Connection

Industrial New Connection | Download EMD/ Quotation Letter | New Connection E-Pay | Payment Receipt | Connection Status | Change Password

Regional Office / Customer Care Center Selection

Load Category: * Greater than 125 KVA and less than 1500 KVA

Your Email Id: jeweldawjeda@gmail.com

Consumer Type: * DE-CENTRAL

Location: * BIRBHUM (DIST.) REGIONAL OFFICE

Next

General Information

Applicant Name: * TEST INDUSTRY

Mailing Address House No: * 123/4

Mailing Address Street No: * WEST BENGAL ROAD

Applicant Mailing Address 1:

Applicant Mailing Address 2:

Applicant Pincode: * 731204

Service Location Address: * WEST BENGAL ROAD, WEST BENGAL

Service Location Pincode: * 731204

Applicant Mobile No.: 9749618802

Applicant Telephone No.:

PAN Number: * ABCDE1234F

District: * BIRBHUM

Technical Information

Supply Volt(KV): * 11.00

Industry Nature: * BISCUIT FACTORY

Ownership: * COMPANY PRIVATE LIMITED

Step 11: Load Verification

Next In case of Load between 50 KVA & 125 KVA, consumer need provide applicable load (> 50 KVA) & then click **Verify Load** button.

The screenshot shows the WBSedcl portal interface for 'Industrial New Connection'. The browser address bar displays 'https://www.wbsedcl.in/irj/portal'. The page header includes a navigation bar with links: 'Industrial New Connection', 'Download EMD/ Quotation Letter', 'New Connection E-Pay', 'Payment Receipt', 'Connection Status', and 'Change Password'. The main content area contains the following sections:

- Region Selection:** 'Please select Region: *' with a dropdown menu set to 'BIRGHUM REGION'. 'Please Select Regional Office: *' with a dropdown menu set to 'BIRGHUM REGIONAL OFFICE-3520000'. A 'Next' button is present.
- General Information:** Fields for 'Purpose of Supply: *' (Industrial), 'Type of Industry: *' (Agarbati), 'First Name: *' (test), 'Last Name: *' (industry), 'Mobile Number: *' (9876543210), 'Address Line 1: *' (birbhum), 'Address Line 2: *' (), and 'Pincode: *' (731204).
- Technical Information:** Fields for 'Consumer Category: *' (Rural), 'Consumer Phase: *' (Three Phase), and 'Meter Cost Deposit By Consumer: *' (No). A 'Validate' button is present.
- Consumer Load Details:** Field for 'Load Applied for (in KVA) : *' with a value of 70. A 'Verify Load' button is present.

In Case of Load > 125 KVA consumer need to provide Year wise Load applicable & the click **Validate** button.

The screenshot shows the 'Industrial New Connection' portal of WBSEDCL. The page includes a navigation bar with links like 'Download EMD/ Quotation Letter', 'New Connection E-Pay', 'Payment Receipt', 'Connection Status', and 'Change Password'. The main form is divided into several sections:

- Mailing Address:** Fields for House No. (123/4), Street No. (WEST BENGAL ROAD), and Applicant Mailing Address 1 and 2.
- Service Location Address:** Fields for Pincode (731204) and a text area for the address (WEST BENGAL ROAD, WEST BENGAL).
- Technical Information:** Fields for Supply Volt(KV) (11.00), Industry Nature (BISCUIT FACTORY), and Ownership (COMPANY PRIVATE LIMITED).
- Applied Contract Demand (In KVA):** A table for Year Of Operation (First Year to Fifth Year) with Contract Demand in KVA (200, 250, 300, 350, 400).

The 'Validate' button is highlighted with a green box at the bottom left of the form.

Year Of Operation	First Year	Second Year	Third Year	Fourth Year	Fifth Year
Contract Demand in KVA *	200	250	300	350	400

Step 12: Document Upload

After load verification, applicant can upload required documents along with a passport size photo. For the same he/she needs to click **Yes** button in the related message box.

Then upload below documents along with passport size photo of applicant:

- a. Passport/Voter ID/Telephone Bill
- b. Land ownership document (Property Paper/Purchase Deed/Tenancy Deed/Tax Receipt of Panchayet/Municipality etc.)

The screenshot displays the 'Industrial New Connection' portal of WBSEDCL. The page includes a header with the WBSEDCL logo and a navigation bar with links like 'Download EMD/ Quotation Letter', 'EMD / Quotation E-Pay', 'Payment Receipt', 'Change Password', and 'Connection Status'. The main content area is divided into sections: 'General Information', 'Technical Information', 'Consumer Load Details', 'Upload File', and 'Submit Details'. The 'Upload File' section is highlighted with a green border and contains three rows for document uploads: 'Passport Size Photo of Applicant' (with a file named 'electric_1522.jpg'), 'Passport/Voter Id/Telephone Bill' (with a file named 'Guideln...apse.pdf'), and 'Land Ownership Document' (with a file named 'Guideln...apse.pdf'). Each row includes a 'Choose File' button and a note about file format and size. The 'Submit Details' section at the bottom has a 'Submit All Details' button.

Next >

General Information

Purpose of Supply: Industrial
Type of Industry: Agarbati
First Name: test
Last Name: industry
Mobile Number: [Redacted]
Address Line 1: barbhun
Address Line 2: [Redacted]
Pincode: 731204

Technical Information

Consumer Category: Rural
Consumer Phase: Three Phase
Meter Cost Deposit By Consumer: No
Validate

Consumer Load Details

Load Applied for (in KVA): 70
Verify Load

Upload File

Passport Size Photo of Applicant: Choose File electric_1522.jpg File should be in jpg or jpeg Format and file size should be within 100KB
Passport/Voter Id/Telephone Bill: Passport Choose File Guideln...apse.pdf File should be in pdf Format and file size should be within 150KB
Land Ownership Document: Property Paper Choose File Guideln...apse.pdf File should be in pdf Format and file size should be within 350KB

Submit Details

Submit All Details

Step 13: Submission of Details

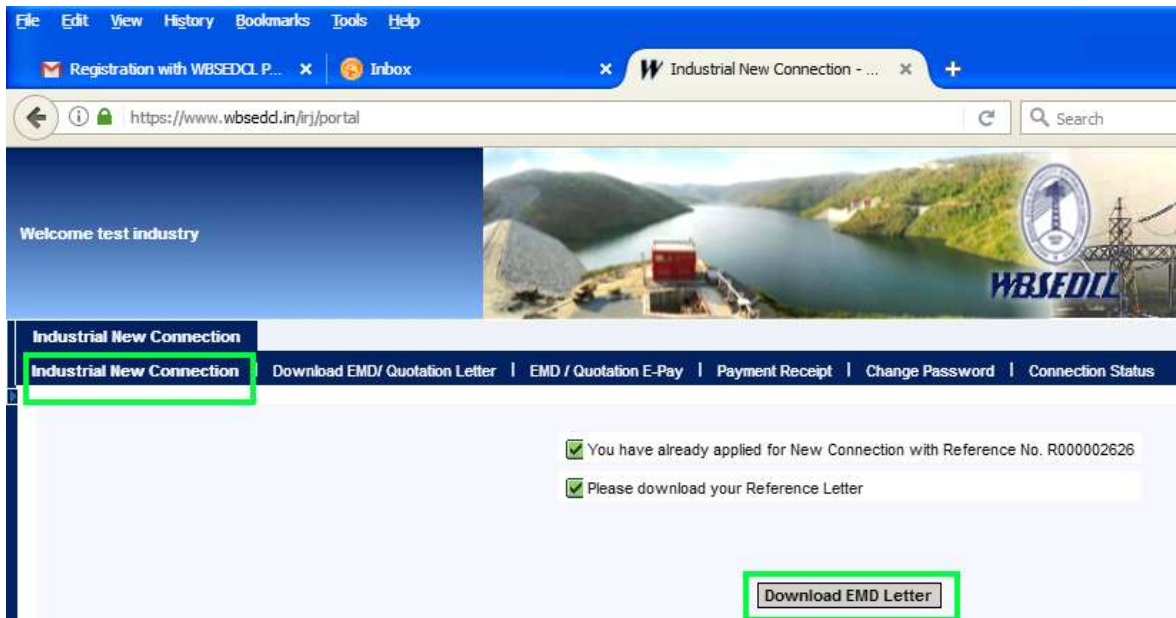
Then click on **Submit All Details** button.

The screenshot displays the 'Industrial New Connection' portal of WBSEDCL. The browser address bar shows 'https://www.wbsecl.in/irj/portal'. The page features a navigation bar with links: 'Industrial New Connection', 'Download EMD/ Quotation Letter', 'EMD / Quotation E-Pay', 'Payment Receipt', 'Change Password', and 'Connection Status'. The main content area is divided into several sections:

- General Information:** Includes fields for 'Purpose of Supply' (Industrial), 'Type of Industry' (Agarbati), 'First Name' (test), 'Last Name' (industry), 'Mobile Number', 'Address Line 1' (bethum), 'Address Line 2', and 'Pincode' (731204).
- Technical Information:** Includes 'Consumer Category' (Rural), 'Consumer Phase' (Three Phase), and 'Meter Cost Deposit By Consumer' (No). A 'Validate' button is present.
- Consumer Load Details:** Includes 'Load Applied for (in KVA)' (70) and a 'Verify Load' button.
- Upload File:** Includes fields for 'Passport Size Photo of Applicant' (Choose File: electric_...1522.jpg), 'Passport/Voter id/Telephone Bill' (Choose File: Guidelin...apse.pdf), and 'Land Ownership Document' (Choose File: Guidelin...apse.pdf). Each field has a file size limit note.
- Submit Details:** Includes a 'Submit All Details' button, which is highlighted with a green box.

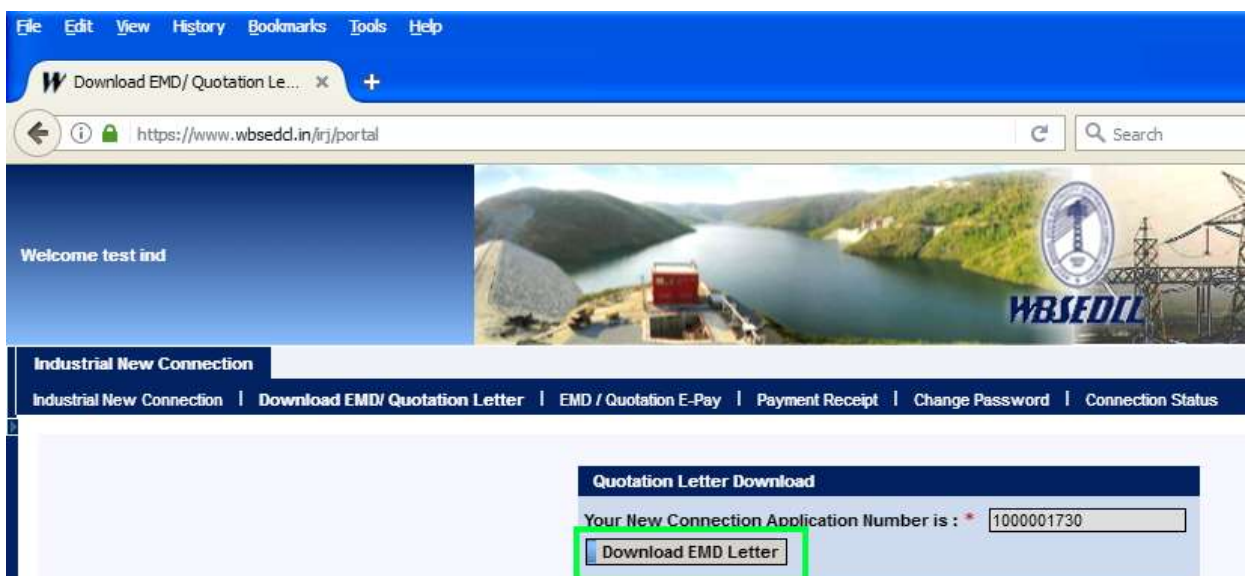
Step 14: Successful message with Application No

New Connection Applied Successfully message will be shown along with the application no & a [Download EMD Letter](#) button.



Step 15: EMD/Quotation Letter Page

Next click on [Download EMD/Quotation Letter](#) tab. The application no will be shown. Now click on [Download EMD Letter](#) button.



Step 16: Sample EMD Letter

Below is one sample EMD Letter.



WEST BENGAL STATE ELECTRICITY DISTRIBUTION COMPANY LIMITED

Telephone :

BIRBHUM(DIST.) REGIONAL OFFICE SURI
SUPER MARKET COMPLEX BIRBHUM 731130

Ref. No.:R000002626

Date : 11/08/2017

To
TEST INDUSTRY
1234/5, WEST BENGAL ROAD

Sub: Bulk power supply for your proposed premises at WEST BENGAL ROAD, WEST BENGAL for an ultimate contract demand of 400KVA.

Dear Sir(s),

With reference to your application for bulk power supply to your premises as aforesaid, we would like to state that you are required to deposit earnest money amounting Rs. 5000.00/- only by 'Pay Order' or 'Bank Draft' drawn on any bank payable at respective location in favour of 'West Bengal State Electricity Distribution Company Limited' for arranging inspection at your premises.

The above Earnest Money will be adjusted with the service connection charge payable by you as per the scheme that may be formulated. The Earnest Money will be forfeited if you fail to pay the amount as expenditure to be borne by you for receiving the new power supply within a period of 90 days from the date of receipt of the 'Quotation' to be offered for receiving power supply.

Note : This is an online Copy of System Generated EMD Letter (Can also be paid online)

Ref. No.:R000002626

Date :11/08/2017

1. The Manager (F&A)/Assistant Manager, WBSEDCL.
2. The Asstt. Cash Officer, WBSEDCL.

Step 17: EMD E-Pay Page

EMD/Quotation amount can be paid online by going to [EMD/Quotation E-Pay](#) tab. Then clicking on the **Next** button will show the Payable amount.

File Edit View History Bookmarks Tools Help

EMD / Quotation E-Pay - Welc... +

← https://www.wbsedd.in/irj/portal Search

Welcome test ind

Industrial New Connection

Industrial New Connection | Download EMD/ Quotation Letter | **EMD / Quotation E-Pay** | Payment Receipt | Change Password | Connection Status

Online Payment of New Connection

New Connection Payment

Your Application Number: 1000001730 **Next**

In case of any problem, you can report us to crmcell@wbsedcl.in

Consumer need to follow below steps (options marked in below screen shot also):

1. By clicking on **Pay Now** button will show the various online payment modes available.
2. Consumer need to select convenient option.
3. Check "I Agree With Terms and Conditions" checkbox.
4. Click **Confirm** button
5. Then click **Proceed to Pay** button.

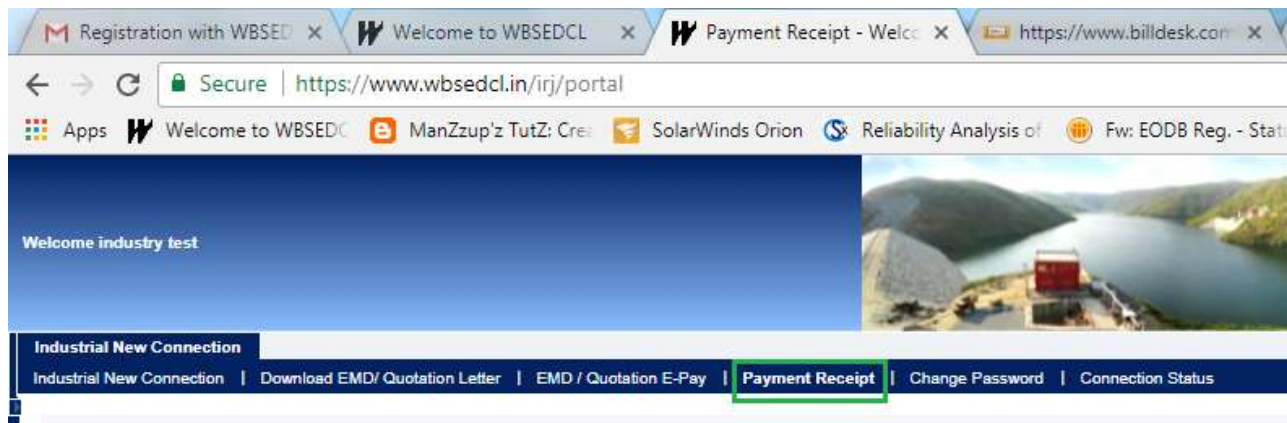
The screenshot displays the 'Online Payment of New Connection' interface on the WBSDDL portal. The form is titled 'New Connection Payment' and contains the following sections:

- Your Application Number:** 1000001730 (with a 'Next' button)
- Earnest Money Deposit:** 2000 (with a 'Pay Now' button, marked with a green arrow and number 1)
- Please Select Payment Gateway:** Two radio button options: 'Billdesk (Net Banking/Debit Card/Credit Card/Wallet/UPI/BHIM/ Bharat QR)' (selected, marked with a green arrow and number 2) and 'PayTM (Net Banking/Debit Card/Credit Card/Wallet/UPI/BHIM)'.
- Transaction charge:** Rs. 2.00 + Applicable Tax for Net-Banking/Wallet; 0.35% + Applicable Tax for Debit Card (Amount greater than Rs 2000/-) /Credit Card; Rs. Zero (0) for Debit Card (Amount upto Rs. 2000/-) / UPI/ BHIM/ Bharat QR.
- Transaction Terms and Conditions:** A checkbox labeled 'I Agree With Terms and Conditions' (marked with a green arrow and number 3), a 'Confirm' button (marked with a green arrow and number 4), and a 'Proceed to Pay' button (marked with a green arrow and number 5).

A note at the bottom right states: 'Your payment will be processed in a new window. Please do not close this window until payment is complete.'

Step 18: Payment Receipt Page

After successful payment of the EMD amount the payment receipt can be generated from [Payment Receipt](#) tab.



Step 19: Inspection

An Inspection will be conducted within 3 days from the date of EMD amount deposition by the Commercial Officer of Region / Central Commercial Department for Techno-Commercial Feasibility study and also will enquire:

a) Whether any connection already exists (live / disconnected)?

If exists, then he/she will enquire:

(I) is the particular premises (new one) is physically separated from the existing premises (old one) along with electrical wiring?

(II) is there any outstanding dues against the old connection?

b) Whether the existing system is capable to deliver the load demand?

c) Whether the Intending Consumer has completed his portion of work for readiness of premises.

d) In case the applicant unable to submit the required documents along with a passport size photo online during application, the same will be collected during Inspection.

If any deviation is found, it will be intimated in due course with provision of execution by Turnkey mode, if necessary.

A Separate Meter Room, as per specification of WBSEDCL, is to be provided.

Step 20: Quotation Generation

Quotation will be generated within 15 days from the date of on satisfactory inspection in all respect by WBSEDCL officials & will be available in [Download EMD/Quotation Letter](#) tab.

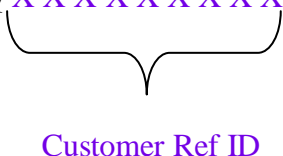
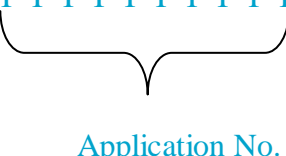


Click on Download Quotation Letter button to download Quotation for the application.



Step 21: Quotation E-Payment using RTGS/NEFT

Consumers can e-pay the quotation amount via RTGS/NEFT through Website of respective Bank. In this E-collection procedure, industrial customers of WBSEDCL can pay their quotation amount. There will not be any requirement of preregistration on the part of customers; they can pay the quotation amount in the Virtual Bank Account following the below mentioned logic.

Category of Payments	Account Nos. to be filled up/ mentioned through RTGS/NEFT
For payment of Quotation Amount (New Service Connection & Load Extension Cases)	WBQ X X X X X X X X X Y Y Y Y Y Y Y Y Y <div style="display: flex; justify-content: space-around; margin-top: 10px;"><div style="text-align: center;"> Customer Ref ID</div><div style="text-align: center;"> Application No.</div></div>

Here the length of Customer Ref ID is fixed for 9 digits whereas the length of Application No. varies. The virtual account should not contain any blank space and or any other characters/ special characters.

To know the exact Virtual Bank Account No, intending consumers need to check his/her Quotation.

The IFSC Code “ICIC0000104” should be used for fund transfer activities in these cases.

The aforesaid IFSC code is related to CMS, Branch of ICICI Bank Ltd.

The whole process is integrated with Bank’s system using web-service call procedure and the payment posting for successful transactions has been scheduled automatically. For the failed transactions the bank will return the amount to the respective accounts of the payees wherefrom the amount has been remitted.

Below are some sample screenshots of online RTGS/NEFT payment activity through intending consumer's bank website/app.

The screenshot displays the Axis Bank Internet Banking interface for a NEFT payment. The browser address bar shows the URL <https://retail.axisbank.co.in/wps/retail>. The page title is "Axis Bank Internet Banking...". The left sidebar contains a menu with options: File, Edit, View, Favorites, Tools, and Help.

The main content area is divided into two sections: "Payee Details" and "Payment Details".

Payee Details:

- Payee Name: COLLECTION ACCOUNT INTERIM WEST BENGAL STATE ELECTRICITY DISTRIBUTION
- Nickname: WBSEDCL9
- Account No.: WBQ [REDACTED]
- Bank & Branch: ICICI BANK LIMITED - CMS
- IFSC Code: ICIC0000104

Payment Details:

- *Debit Account: [REDACTED] Available Balance ₹ 8,666.81
- Payment Type: ☒ One time ☐ Repetitive
- *Date: 07/09/2016
- *Amount: 2 Rupees Two and Zero Paise Only
- Remarks: Bill Payment
- Pay Via: ☒ NEFT ☐ RTGS ☐ IMPS

Sender Details:

- *Mobile No.: [REDACTED]
- *Email ID: [REDACTED]

**E-RECEIPT FOR
TRANSFER FUNDS**

Payee Name:	COLLECTION ACCOUNT INTERIM WEST BENGAL STATE ELECTRICITY DISTRIBUTION
Nickname:	WBSEDCL9
Credit Account No:	WBQ [REDACTED]
Remarks:	Bill Payment
Debit Account:	[REDACTED]
Date:	07 Sep '16
Amount:	₹ 2.00 (Rupees Two and Zero Paise only)
Payment Type:	One Time Payment
Pay via:	NEFT

[Set As Favorite Transaction](#)
[Download](#)
[Email](#)
[Print](#)

[Back to Payee List](#)

Step 22: Agreement Execution

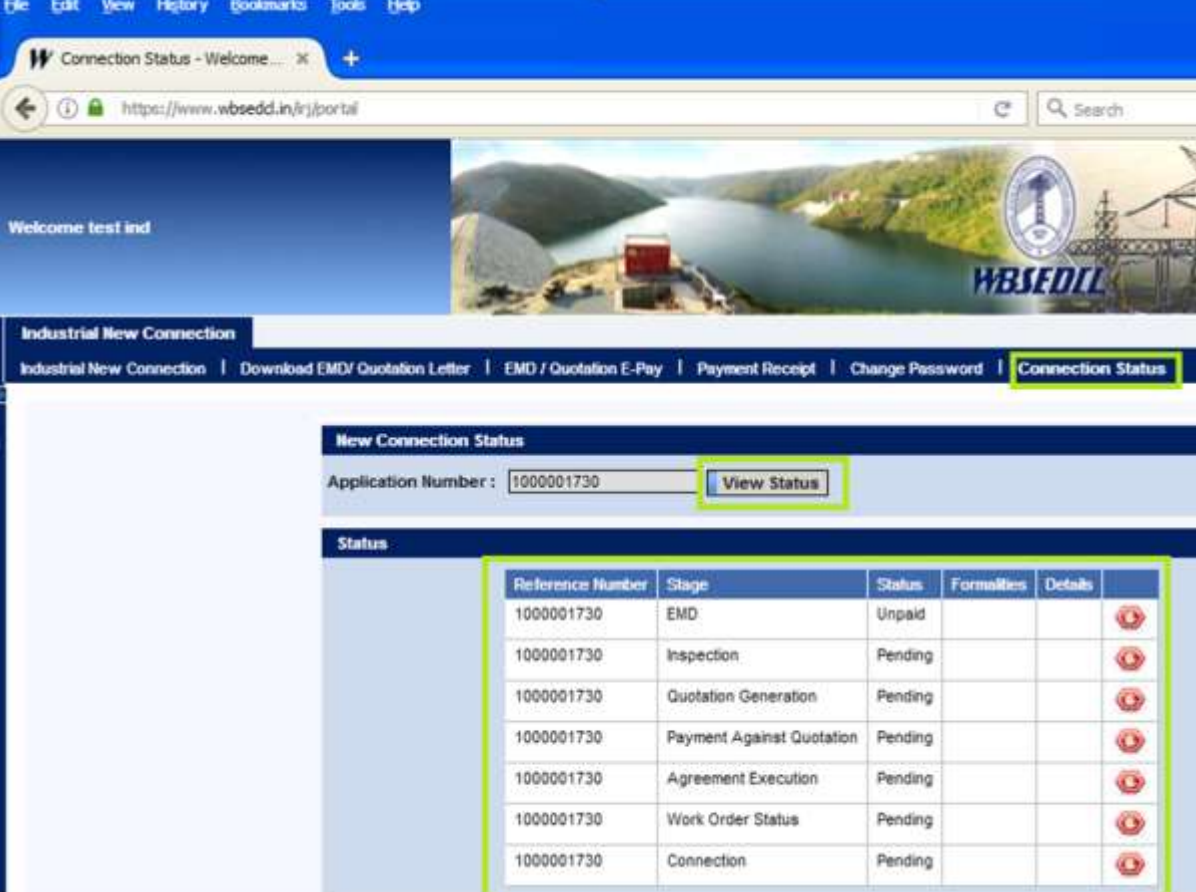
An Agreement is to be executed as per the Standard Format (can be Downloaded from the same location at WBSEDCL Web Portal).

Step 23: Work Order Generation

The Work Order will then be issued for execution of the TURNKEY job from Region / Dist. HQ end.

Step 24: Tracking Application Status

Consumer can track the Application status by Clicking Connection Status tab & then clicking View Status button.



Connection Status - Welcome ... X

https://www.wbsedd.in/rj/portal

Welcome test ind

Industrial New Connection

Industrial New Connection | Download EMD/ Quotation Letter | EMD / Quotation E-Pay | Payment Receipt | Change Password | **Connection Status**

New Connection Status

Application Number : 1000001730 **View Status**

Status

Reference Number	Stage	Status	Formalities	Details
1000001730	EMD	Unpaid		
1000001730	Inspection	Pending		
1000001730	Quotation Generation	Pending		
1000001730	Payment Against Quotation	Pending		
1000001730	Agreement Execution	Pending		
1000001730	Work Order Status	Pending		
1000001730	Connection	Pending		

Step 25: Effecting Service Connection

On completion of statutory formalities by the prospective consumer, WBSDDL will execute the service connection work within 7 days.