

# FAQs



## 1 What is Sewa Mitra?

Sewa Mitra is an initiative of UP Government through which you can avail services which is used in your day to day life like electrician, carpenter, painter, saloon services etc. and also you can upload project work which takes time more than a day like cleaning of building, home construction, house painting, organizing event/ parties, etc.



## 2 How does Sewa Mitra Platform work?

You need to register to the website, choose your desired service, and book the slot suitable to you. You will receive an automatic message confirming your booking.



## 3 How can I avail the services?

To avail the service you can download the "Sewa Mitra" Application through Google play store or you can access the URL <https://sewamitra.up.gov.in> or you can simply call us @ 155330 our Sewa Mitra helpline.



## 4 What would be the advantage of using Sewa Mitra platform?

No worry for your day to day life requirement like Electrician, Plumber etc. All these kinds of services are just some clicks or a call away. Customer can avail these services by using his phone only, and also he /she can choose among various service providers with a wide price range available there.



## 5 Are the people serving at Sewa Mitra government employees?

No, The UP Government provides the Sewa Mitra platform for different skilled workers to take care of your service needs. The services are rendered by private workers / service providers.



## 6 How do I know if I am not being charged extra?

Our prices are based on a standardized rates which is available on the website for you. The rates are based on the prevailing market rates and a standard quality of service.



## 7 Do I need to make an advance payment to avail any service?

Preferably it should be in prepaid, however, you can also pay to the technician/professional only after your work is completed.



## 8 What if I do not have a defined needs for services (Electrician/Plumber/Carpenter etc.)?

The Sewa Mitra will visit your place and share an estimated quote after you have explained your requirements. Our Sewa Mitra Provider charge reasonable prices from our customers.



## 9 Is the Service provided by skilled workers?

Yes, our Sewa Mitra are skilled as per their respective service providers for serving your different needs.



## 10 Do i still need to pay if i did not availed the service?

In case if visiting charge is mentioned by the Service provider then the charge has to be paid.



## 11 Can the service professional buy the spare parts required for repair?

Yes, he can bring the required spare parts, for which payment has to be done preferably in cash.



## 12 How do I know that the booked service is complete?

Once your booked service is completed you will get a "Happy Code" on your registered mobile number, you need to share that code with Sewa Mitra to mark your work as completed.



For More Help  **155330**



 <https://sewamitra.up.gov.in/>

