



CUSTOMER USER MANUAL

PURPOSE

We are empowering you with the user manual for Sewa Mitra website. This would guide you from A to Z of the application in Simple language and step by step process. Please go through it so that you can get the best benefits out of this application. log on to <https://sewamitra.up.gov.in/>

Steps for Service Booking

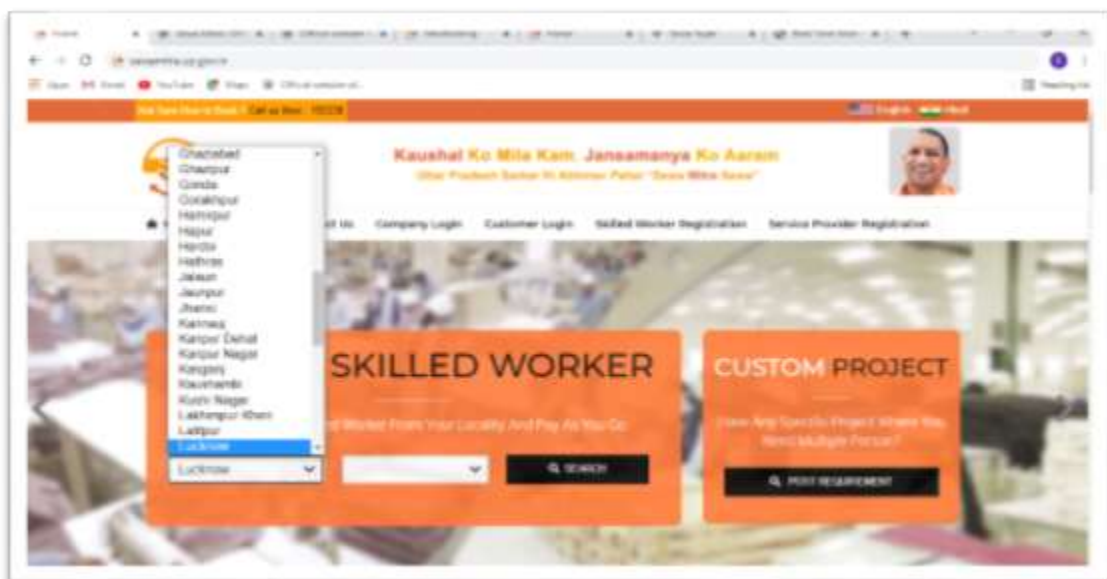
1. Customer needs to download Sewa Mitra Application or he can access portal via URL <https://sewamitra.up.gov.in>

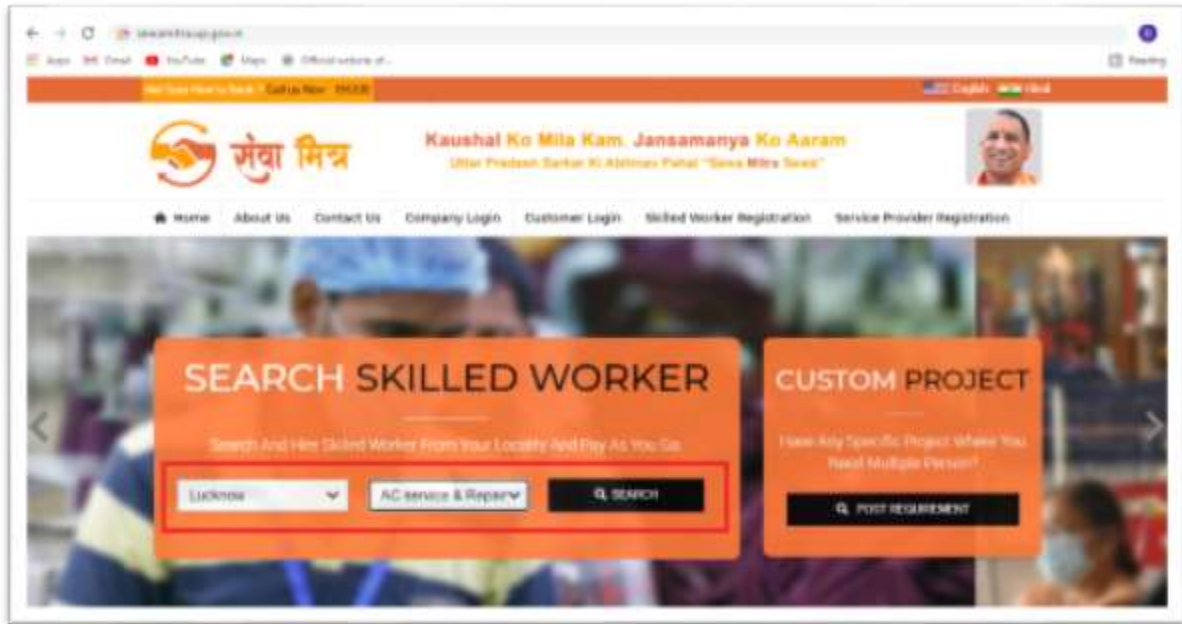


2. District and Required services selection

User need to select his/her district and needed Services from the drop down then click on search button.

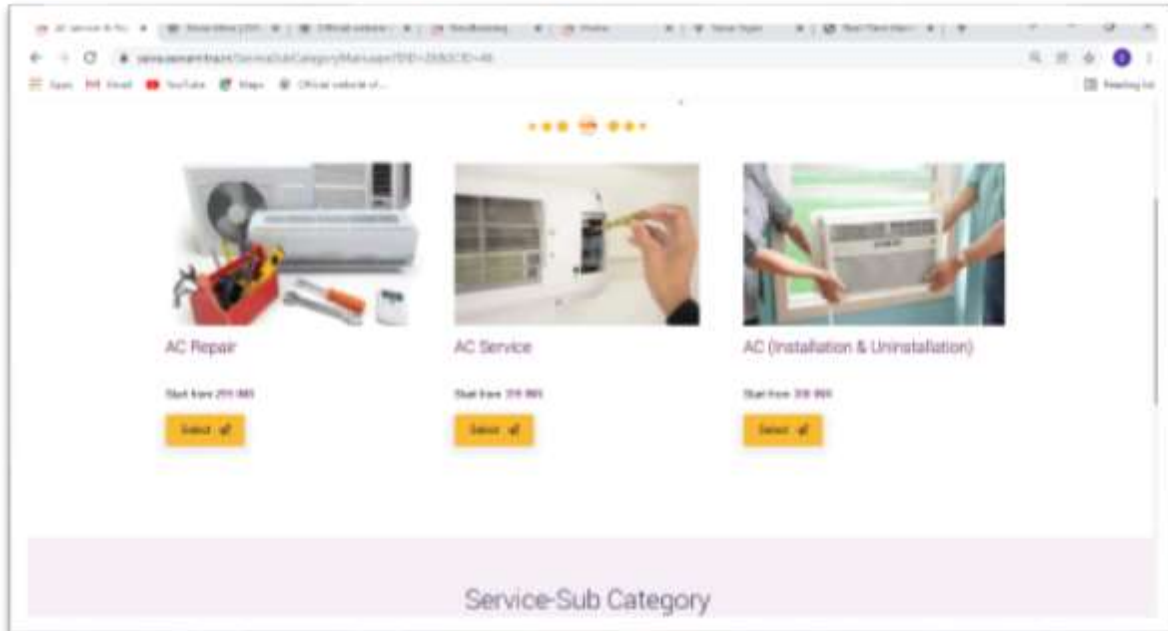
For Example: - Lucknow, AC service and Repair



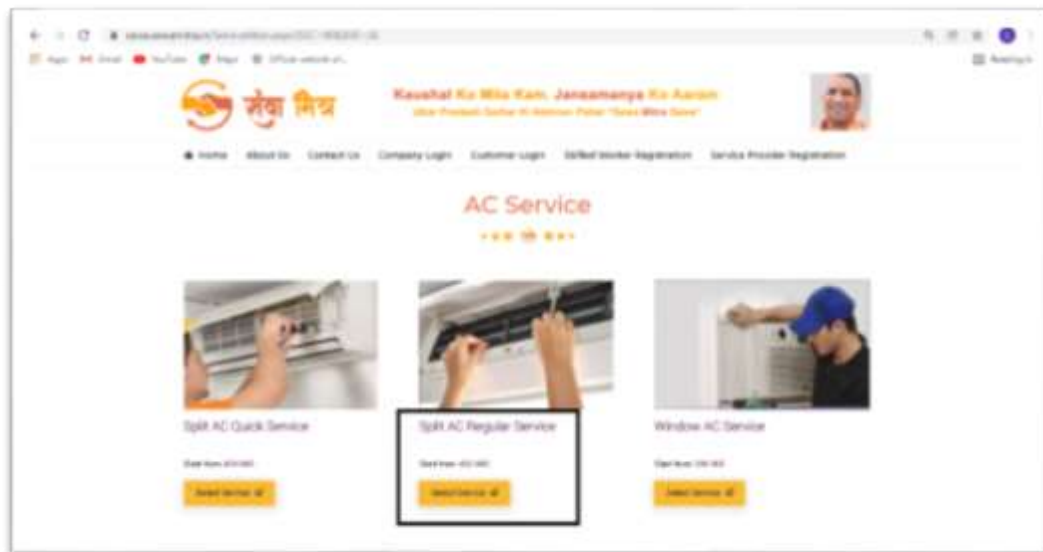


3. User need to select Sub-category as per the requirement.

Example: - Ac Repairing, Ac Service, AC (Installation & Uninstallation)



4. **User has to Select Service name as per the need and**
User will select the actual required service from the available list to process further



5. **List of all available service provider would reflect on the screen**

User can select any of the available **Service Provider** as per the available **Price, Ratings and Reviews**



6. Post selecting the Service provider
User need to enter his/her mobile Number and click on send OTP button for login.



7. User will enter received OTP and click on login button



8. User will enter received OTP and click on login button
Post entering OTP - User need to add address (Service Location), Name Land mark and pin code and save the address.

Full Name*
Mobile*
Address*
Land Mark
District*
Pin Code

9126872222
Near SSC-4TH
220024

Add New Address

Add New Address

9. Date and Time Slot Selection

User can schedule booking (within 7 days) via selecting date and time

Service Date & Time

Service Date

25 26 27 28

Service Slots

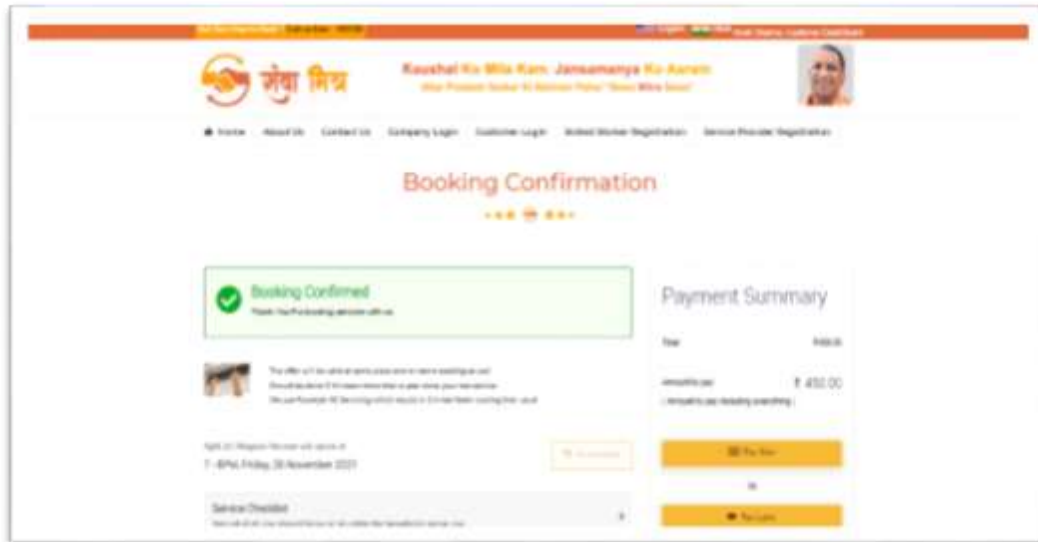
Slot	25	26	27	28
10:00 AM	10:00 AM	10:00 AM	10:00 AM	10:00 AM
11:00 AM	11:00 AM	11:00 AM	11:00 AM	11:00 AM
12:00 PM	12:00 PM	12:00 PM	12:00 PM	12:00 PM
13:00 PM	13:00 PM	13:00 PM	13:00 PM	13:00 PM
14:00 PM	14:00 PM	14:00 PM	14:00 PM	14:00 PM
15:00 PM	15:00 PM	15:00 PM	15:00 PM	15:00 PM
16:00 PM	16:00 PM	16:00 PM	16:00 PM	16:00 PM
17:00 PM	17:00 PM	17:00 PM	17:00 PM	17:00 PM

Book Service

10. Booking Confirmation window

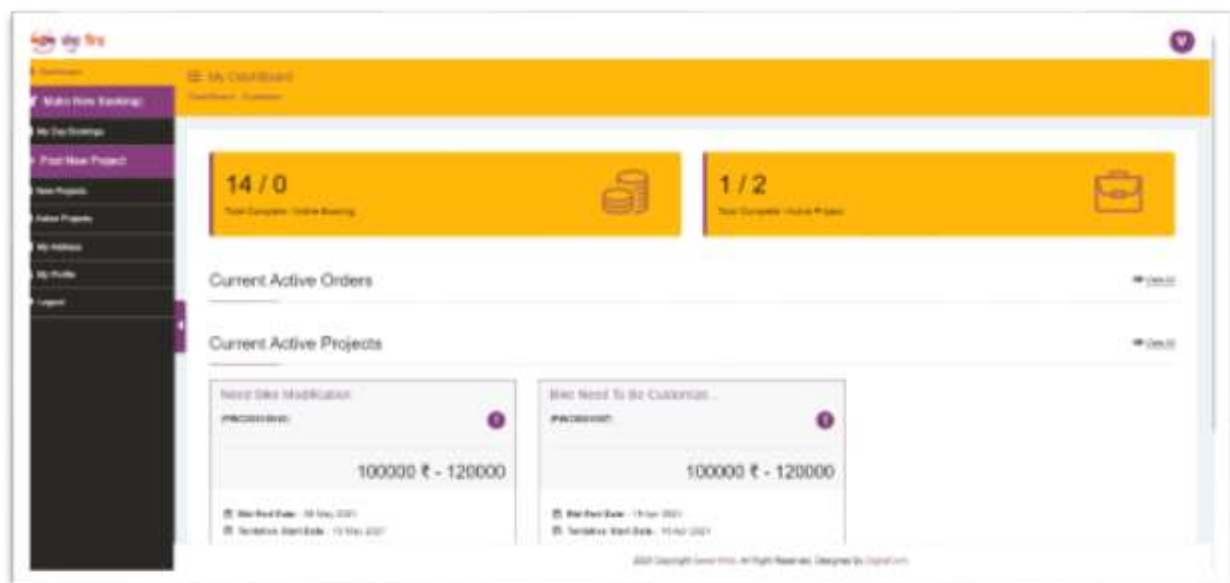
User will get confirmation window with payment summary.

User will also get the confirmation SMS on his/her registered mobile number with all the relevant details.



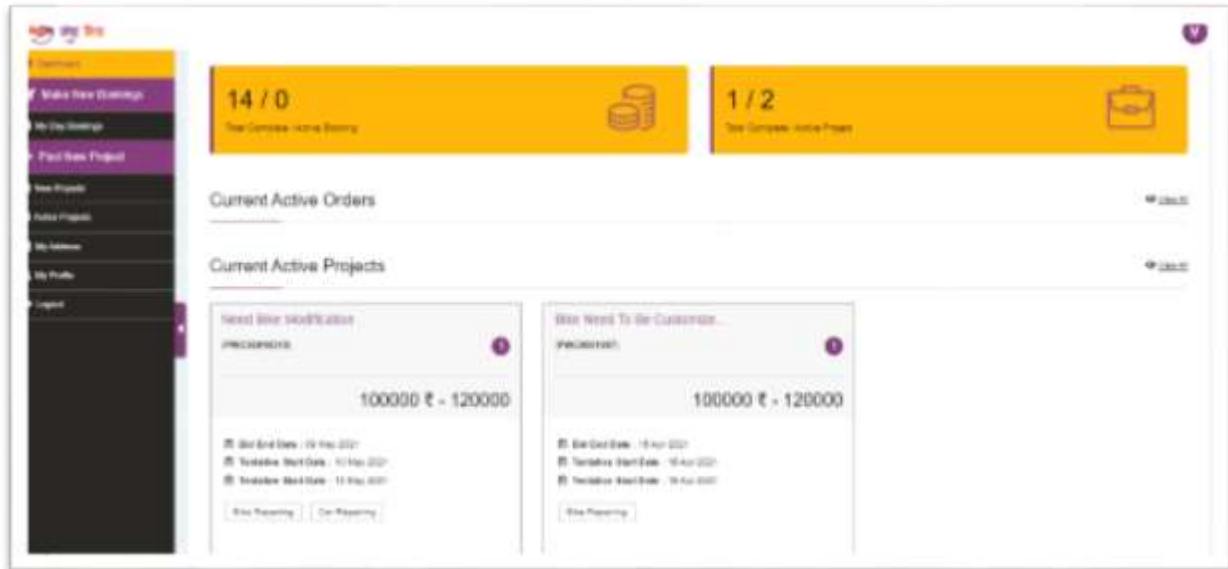
Customer Interface and features

1. Dashboard
2. My Day Booking
3. Post New Project
4. New Project
5. Active Project
6. My Address
7. My Profile
8. Logout



1. Dashboard

User can check his/her Active complete & Active booking day booking and projects.



2. Make New Booking

Via using this option user can make new day booking – please refer option 1 to 10

3. My Day Booking

Through this option user can manage (Cancel & Reschedule) his/her active booking, can give feedback via Pending feedback and also user can check history for complete & cancelled booking.

4. Post New Project

User can post new project which usually take more than 1 day time like – Event Management, birthday party organization, cleaning and disinfection, constriction related work, Electrical work, Paint Work etc..

User need to fill-up all the required details like category, location, Tentative Start Date, Tentative End Date, Duration, Bid End Date, Min budget, maximum budget, Project File (if any) and Project Description(short details about project).

Project Info

Project Title*

Project Category (Max 5 Categories)

- Agriculture
- Primary Aep
- Cleaning & Disinfection
- Construction
- Electric Work

Location*

Tentative Start Date*

Tentative End Date*

Bid EndDate*

Duration*

Is Date Flexible*

Entity*

Min Budget*

Max Budget*

Project File

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5. New Project

Through this option user can manage his/her all the open project which is not published to vendors for bidding & also he can check cancelled & expired projects (where end date is over or cancelled by self).

Project List

OPEN FOR BIDDING

CANCELLED & EXPIRED

Search here

Q Search

C CLEANING SERVICES- NEEDED 50000 ₹ - 55000 ₹

Total Bid : 0 (PWC000100207) UnPublished

Need

Bid End Date : 09-Oct-2021

Tentative Start Date : 10-Oct-2021 Tentative End Date : 15-Oct-2021

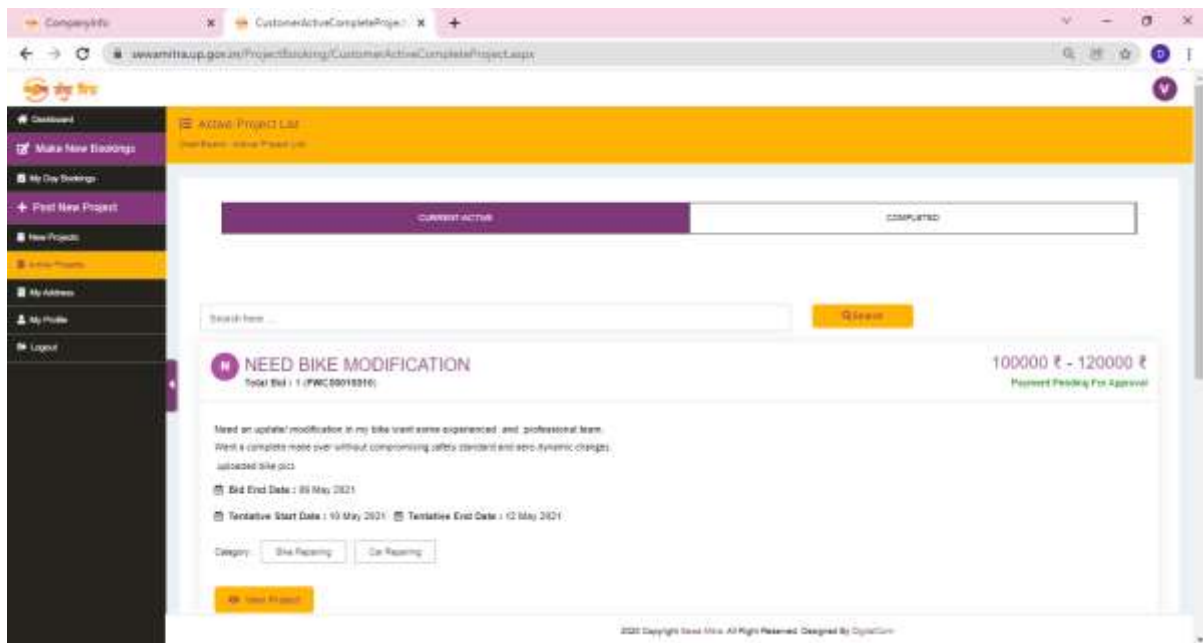
Category: Cleaning & Disinfection

View Project Action

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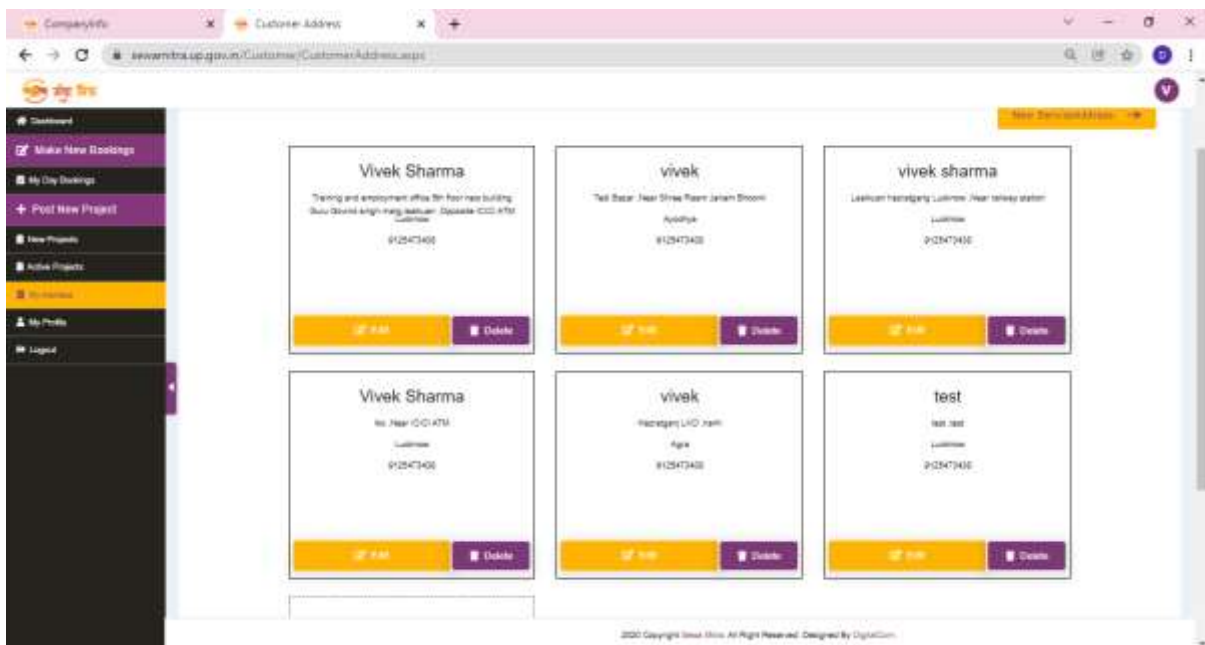
6. Active Project

Through this option user can manage his/her active project which is under process and also he can check the detail of complete booking.



7. My Address

Though this option user can Edit or delete his/her service address for multiple location as per the need and requirement.



8. My Profile

Through this option user can manage his/her details like name, profile picture, Password change, billing Address etc.

9. Logout

User can logout from the device.

Thank –you

For more details please dial Sewa Mitra Helpline @
155330 (toll-free)


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

मोबाइल एप्लीकेशन



नि :शुल्क हेल्पलाइन

 155330