

**CONSUMER DISPUTES REDRESSAL FORUM -II UDYOG SADAN C C 22 23
QUTUB INSTITUTIONNAL AREA BEHIND QUTUB HOTEL NEW DELHI 110016**

**Complaint Case No. CC/196/2017
(Date of Filing : 01 Jun 2017)**

1. SAURABH RAI

25/12 SHANTI VILLA RAJPUR KHURD, EXTN,
CHATTARPUR, NEW DELHI 110068

.....Complainant(s)

Versus

1. GLOBAL ALLIANCE MATRIMONY

S-16 UPHAR SHOPPING CENTRE, GREEN PARK NEW
DELHI 110016

.....Opp.Party(s)

BEFORE:

**HON'BLE MS. REKHA RANI PRESIDENT
KIRAN KAUSHAL MEMBER**

**For the
Complainant:** None

For the Opp. Party: None

Dated : 05 Dec 2019

**Final Order / Judgement
DISTRICT CONSUMER DISPUTES REDRESSAL
FORUM-II**

Udyog Sadan, C-22 & 23, Qutub Institutional Area

(Behind Qutub Hotel), New Delhi-110016

Case No.196/17

Mr. Saurabh Rai

S/o Shri S.K. Basand Rai

R/o Rajput Khurd Extn.

Chatterpur, New Delhi-110068

....Complainant

Versus

1. Global Alliance Matrimony

Through its A.R.

2. Priya Verma

General Manager,

Both having their address at:

S-16, Uphaar Shopping Centre,

Green Park, New Delhi-110016

....Opposite Party

Date of Institution : 01.06.17 Date of Order :
05.12.19

Coram:

Ms. Rekha Rani, President

Ms. Kiran Kaushal, Member

ORDER

Ms. Kiran Kaushal, Member

1. The complainant, Saurabh Rai approached this Forum alleging unfair trade practice and deficiency in service on part a matrimonial marriage bureau, Global Alliance Matrimony (OP). The complainant submits that OP having charged Rs.31,000/- for providing premium matrimonial services was not only unable to find a perfect match but also failed to arrange even a single meeting for the complainant. OP further being deficient in services did not provide any customized service as promised at the time of registration. It is also stated that after certain point of time OP stopped taking the calls of the complainant and his aunt. The complainant in support of his complaint has annexed an acknowledgment letter dated

11.12.2016 alongwith original membership packages brochure. Copy of the bank statement which shows that Rs.31,000/- was paid to OP on 14.12.2016 is placed on record.

2. Notice was duly served upon the OP on 12.08.2017 but none appeared on its behalf to contest the case of the complainant. Hence, OP was proceeded ex parte vide order dated 02.11.2017.
3. Averments made in the complaint and evidence led by the complainant have remained uncontested and unchallenged. Hence, there is no reason to disbelieve the version of the complainant.
4. Submissions made on behalf of the complainant are heard and record perused carefully.
5. As per the original acknowledgement letter placed on record OP committed to provide profile sharing, customized services and was suppose to arrange a meeting in lounge, OP was also suppose to provide astrology match making for short listed profiles. OP has failed to provide the promised services to the complainant despite receiving the consideration amount of Rs.31,000/-.
6. Hence, we are of the opinion that OP is grossly deficient in service. We allow the complaint and direct OP to refund Rs.31,000/- paid by the complainant to OP along with interest @ 6% per annum from the date of registration till realization. Additionally, OP is directed to pay Rs.5,000/- towards mental agony, harassment and cost of litigation.
7. OP is directed to pay the complainant within a period of 60 days from the date of receipt of the copy of this order failing which the OP shall become liable to pay interest @ 9% per annum on Rs.31,000/- from the date of registration till realization.

Let a copy of this order be sent to the parties as per regulation 21 of the Consumer Protection Regulations. Thereafter file be consigned to record room.

Announced on 05.12.19.

**[HON'BLE MS. REKHA RANI]
PRESIDENT**

**[KIRAN KAUSHAL]
MEMBER**