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COURT OF RECORD

Kerala Matrimony Ordered to Pay INR25k Compensation for Unmet Promises

Sheikh Rayees • June 16, 2024

PUBLISHED REPORT

In a landmark ruling, the Ernakulam District Consumer Disputes Redressal Forum has directed Kerala Matrimony to compensate a disappointed customer INR25,000, in addition to refunding his subscription fee and covering litigation costs. The case, brought forward by a Cherthala resident in May 2019, highlighted significant shortcomings in the services provided by Kerala Matrimony. The complainant had enrolled on the site in 2018, driven by the allure of its vibrant...

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