| S.<br>No | Service<br>Category  | Refunds determin ed &Brought Forward as on 1st day of month | Refund determin ed & Received during the month | Refunds issued during the month which were pending for |             | Refunds to be issued carried Forward as on last day of month | Pendency of Issue of Refunds out of column (6) (in days) |          |
|----------|--|---|--|--|-------------|--|--|----------|
| (1)      | (2)  | (3)   | (4)  | (!   | 5)          | (6)  | (7)  |          |
| 1.       | Issue of refund along with interest u/s 143(1) of the I.T. Act |   |  | =<90<br>days   | >90<br>days |  | =<90 days  | >90 days |
|          | TOTAL  | 107465  | 13264  | 51921  | 17768       | 51040  | 51040  | 0        |

| S.<br>No | Service<br>Category | Refunds determi ned &h Brought Forward as on 1st day of month | Refund determin ed & Received during the month | Refunds issued during the month which were pending for |      | Refunds to be issued carried Forward as on last day of month | out of c  | ssue of Refunds<br>column (6)<br>days) |
|----------|---------------------|---|--|--|------|--|-----------|--|
| (1)      | (2)                 | (3)   | (4)  | (;   | 5)   | (6)  | (7)       |  |
|          | Issue of refund     |   |  | =<30   | >30  |  | =<30 days | >30 days                               |
|          | including           |   |  | days   | days |  |           |  |
|          | interest from       |   |  |  |      |  |           |  |
| 2.       | proceedings         |   |  |  |      |  |           |  |
|          | other than          |   |  |  |      |  |           |  |
|          | section 143(1)      |   |  |  |      |  |           |  |
|          | of the I.T. Act     |   |  |  |      |  |           |  |
|          | TOTAL               | 369   | 861  | 794  | 114  | 322  | 148       | 174                                    |

| S.<br>No | Service<br>Category  | Dak pending acknowl edgemen ts on 1st day of month | Dak<br>Received<br>during<br>the<br>month | Dak acknowledged during the month which were pending for |            | Pending acknowled gements Carried Forward as on last day of month | acknowle<br>co | icy of issue of<br>dgements out of<br>plumn (6)<br>in days) |
|----------|--|--|---|--|------------|---|----------------|---|
| (1)      | (2)  | (3)  | (4)                                       | (!   | 5)         | (6)   |                | (7)   |
| 3.       | Acknowledgeme<br>nt of<br>communications<br>received through<br>electronic media |  |   | =<7<br>days  | >7<br>days |   | =<7 days       | >7 days   |
|          | or by hand.  | 2825   | 45344                                     | 37707  | 8160       | 2302  | 1578           | 724   |

| S.<br>No | Service<br>Category  | Pendenc y Brought Forward as on 1st day of month | Application s Received during the month | Dis<br>duri<br>m<br>whic | cations posed ng the onth h were ling for | Pendency<br>Carried<br>Forward as<br>on last day<br>of month | Pendency of applicationso<br>of column (6)<br>(in days) |     |
|----------|--|--|---|--------------------------|---|--|---|-----|
| (1)      | (2)  | (3)  | (4)                                     |                          | (5)                                       | (6)  |   | (7) |
| 4.       | Decision on application for recognition/ap proval to provident fund/superann uation fund/gratuity fund |  |   | =<90<br>days             | >90<br>days                               |  | =<90   >90 days   |     |
|          | TOTAL  | 905  | 42                                      | 174                      | 25  | 748  | 412   | 336 |

| S.<br>No | Service Category   | Penden cy Brought Forward as on 1st day of month | Applicati ons Received during the month | Applications Disposed during the month which were pending for |              | Pendency<br>Carried<br>Forward as<br>on last day<br>of month | Pendency of applications<br>(in days) out of column (6) |           |
|----------|--|--|---|---|--------------|--|---|-----------|
| (1)      | (2)  | (3)  | (4)                                     |   | 5)           | (6)  |   | (7)       |
| 5.       | Decision on application for grant of exemption to institutions (University, School, Hospital etc.) u/s 10 (23C) of the IT Act.(For those having existing approval)   |  |   | =<90<br>days  | >90d<br>ays  |  | =<90 days   | >90 days  |
|          | TOTAL  | 0  | 0                                       | 0   | 0            | 0  | 0   | 0         |
|          | Decision on application for grant of exemption to institutions (University, School, Hospital etc.) u/s 10 (23C) of the IT Act.(For those having provisional approval or where approval is about to expire) approval) |  |   | =<180<br>days   | >180<br>days |  | =<180<br>days   | >180 days |
|          | TOTAL  | 101  | 16                                      | 12  | 0            | 105  | 105   | 0         |

| Decision on        |   |   | =<30 | >30  |   | =<30 days | >30days |
|--------------------|---|---|------|------|---|-----------|---------|
| application for    |   |   | days | days |   |           |         |
| grant of           |   |   |      |      |   |           |         |
| exemption to       |   |   |      |      |   |           |         |
| institutions       |   |   |      |      |   |           |         |
| (University,       |   |   |      |      |   |           |         |
| School, Hospital   |   |   |      |      |   |           |         |
| etc.) u/s 10 (23C) |   |   |      |      |   |           |         |
| of the IT Act.(For |   |   |      |      |   |           |         |
| any other case)    |   |   |      |      |   |           |         |
| TOTAL              | 0 | 0 | 0    | 0    | 0 | 0         | 0       |

| S.<br>No | Service<br>Category  | Pendency<br>Brought<br>Forward as<br>on 1 <sup>st</sup> day<br>of month | Applicatio<br>ns<br>Received<br>during the<br>month | during the month which were pending for |      | Pendency<br>Carried<br>Forward as<br>on last day<br>of month | Pendency of applicationsout of column (6) (in days) |          |
|----------|--|---|---|---|------|--|---|----------|
| (1)      | (2)  | (3)   | (4)   | (5                                      | 5)   | (6)  |   | (7)      |
| 6.       | Decision on<br>application for<br>approval to a<br>fund under<br>section<br>10(23AAA) of<br>the I.T. Act |   |   | =<90<br>days                            | days |  | =<90 days   | >90 days |
|          | TOTAL  | 41  | 0   | 2                                       | 1    | 38   | 23  | 15       |

| S.<br>No | Service<br>Category   | Pendency<br>Brought<br>Forward as<br>on 1st day<br>of month | Applicatio ns Received during the month | Disp<br>durin<br>mo | eations osed ig the onth ing for | Pendency Carried Forward as on last day of month | Pendency of applications out<br>column (6)<br>(in days) |          |
|----------|---|---|---|---------------------|----------------------------------|--|---|----------|
| (1)      | (2)   | (3)   | (4)                                     | (!                  | 5)                               | (6)  |   | (7)      |
| 7.       | Decision on application for registration of charitable or religious trust or institution (Category-1) |   |   | =<90<br>days        | >90<br>days                      |  | =<90 days   | >90 days |
|          | TOTAL   | 1   | 1                                       | 0                   | 0                                | 2  | 2   | 0        |

| Decision on<br>application for<br>registration of<br>charitable or  |      |     | =<180<br>days | >180<br>days |      | =<180 days | >180 days |
|---|------|-----|---------------|--------------|------|------------|-----------|
| religious trust<br>or institution   |      |     |               |              |      |            |           |
| (Category-2) <b>TOTAL</b>   | 5962 | 639 | 714           | 0            | 5887 | 5839       | 48        |
| Decision on<br>application for<br>registration of<br>charitable or<br>religious trust<br>or institution<br>(Category-3) |      |     | =<30<br>days  | >30<br>days  |      | =<30 days  | >30 days  |
| TOTAL   | 0    | 0   | 0             | 0            | 0    | 0          | 0         |

| S.<br>No | Service<br>Category | Pendency<br>Brought<br>Forward as<br>on 1st day<br>of month | Applicatio ns Received during the month | Disposed Carried during the Forward month as on lass which were day of pending for month |      | Forward<br>as on last<br>day of<br>month | Pendency of applications out of column (6) (in days) |                 |
|----------|---------------------|---|---|--|------|--|--|-----------------|
| (1)      |                     | (3)   | (4)                                     | <b>(5</b>  | >90  | (6)                                      | =<90 days  | (7)<br>>90 days |
|          | Decision on         |   |   | days   | days |  | =<90 days  | >90 days        |
|          | application for     |   |   | uays   | uays |  |  |                 |
|          | grant of            |   |   |  |      |  |  |                 |
|          | approval to         |   |   |  |      |  |  |                 |
|          | institution or      |   |   |  |      |  |  |                 |
|          | fund under          |   |   |  |      |  |  |                 |
|          | section 80G (5)     |   |   |  |      |  |  |                 |
|          | (vi) of the I.T.    |   |   |  |      |  |  |                 |
|          | Act.(Category       |   |   |  |      |  |  |                 |
|          | 1)                  | _   | _                                       | _  | _    |  | _  | _               |
| 8.       | TOTAL               | 0   | 0                                       | 0  | 0    | 0  | 0  | 0               |
| 0.       | Decision on         |   |   | =<180  | >18  |  | =<180 days   | >180 days       |
|          | application for     |   |   | days   | 0    |  |  |                 |
|          | grant of            |   |   |  | day  |  |  |                 |
|          | approval to         |   |   |  | s    |  |  |                 |
|          | institution or      |   |   |  |      |  |  |                 |
|          | fund under          |   |   |  |      |  |  |                 |
|          | section 80G (5)     |   |   |  |      |  |  |                 |
|          | (vi) of the I.T.    |   |   |  |      |  |  |                 |
|          | Act.(Category       |   |   |  |      |  |  |                 |
|          | 2)                  |   |   |  |      |  |  |                 |
|          | TOTAL               | 3074  | 408                                     | 405  | 0    | 3077                                     | 3054   | 23              |

| TOTAL            | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
|------------------|---|---|---|---|---|---|---|
| Act.(Category 3) |   |   |   |   |   |   |   |
| (vi) of the I.T. |   |   |   |   |   |   |   |
| section 80G (5)  |   |   |   |   |   |   |   |
| fund under       |   |   |   |   |   |   |   |
| institution or   |   |   |   |   |   |   |   |
| approval to      |   |   |   |   |   |   |   |
| grant of         |   |   |   |   |   |   |   |
| application for  |   |   |   |   |   |   |   |
| Decision on      |   |   |   |   |   |   |   |

| S.<br>No | Service<br>Category   | Pendency<br>Brought<br>Forward as<br>on 1st day<br>of month | Applicat ions Receive d during the month | Applications Disposed during the month which were pending for |             | Pendency Carried Forward as on last day of month | of colu             | pplications out<br>umn (6)<br>lays) |
|----------|---|---|--|---|-------------|--|---------------------|-------------------------------------|
| (1)      | (2)   | (3)   | (4)                                      | (   | 5)          | (6)  | ('                  | 7)                                  |
| 9.       | Decision on<br>application for<br>no deduction<br>of tax or<br>deduction of<br>tax at lower<br>rate |   |  | =<30<br>days  | >30<br>days |  | =< 30 days >30 days |                                     |
|          | TOTAL   | 2552  | 7222                                     | 6544  | 397         | 2833   | 2655                | 178                                 |

| S. No | Service<br>Category  | Pendency<br>Brought<br>Forward as<br>on 1st day<br>of month | Applicatio ns Received during the month | Application s Disposed during the month which were pending for |    | Pendency<br>Carried<br>Forward as on<br>last day of<br>month | Pendency of applications<br>out of column (6)<br>(in days) |          |
|-------|--|---|---|--|----|--|--|----------|
| (1)   | (2)  | (3)   | (4)                                     | (  | 5) | (6)  |  | (7)      |
| 10.   | Decision on<br>application<br>for approval<br>of Hospitals<br>in respect of<br>medical<br>treatment of<br>prescribed<br>diseases |   |   | =<90<br>days   |    |  | =<90 days  | >90 days |
|       | TOTAL  | 591   | 35                                      | 14   | 45 | 567  | 186  | 381      |

| S.<br>No<br>11<br>(a) | Grieva<br>nce<br>Type   | Grievan ces Broug ht Forwar d as on 1st day of month | Grievan ces  Receive d during the month | off during the month |  |   | Grievan ces Carried Forward as on last day of month | f Grievances                     |                      |
|-----------------------|---|--|---|----------------------|--|---|---|----------------------------------|----------------------|
|                       |   |  |   | Total<br>No.         | Dispo<br>sed<br>off in<br>less<br>than<br>30<br>days | Disp<br>osed<br>off in<br>30-<br>60<br>days |   | Equal or<br>Less than<br>30 days | More than<br>30 days |
|                       | E-<br>Nivara<br>n   |  |   |                      |  |   |   |                                  |                      |
|                       |   | 16919  | 50638                                   | 40287                | 30817  | 8015  | 27270   | 8834                             | 18436                |
|                       | Other Taxpay er Grieva nces receive d by dak or by e- mail or any other means | 3135   | 6302                                    | 5706                 | 4324   | 830   | 3731  | 1611                             | 2115                 |
|                       | CPGRA<br>Ms   |  |   |                      |  |   |   |                                  |                      |
|                       |   | 7373   | 14918                                   | 10495                | 5556   | 3868  | 11796   | 4833                             | 6957                 |

| S.<br>No<br>11<br>(b) | Appeal<br>Type | Appeal s Broug ht Forw ard as on 1st | App eals Rec eive d duri ng the |                  | als Dispong the m                              |                            | Appeals Carried Forward as on last day of month | Pendency of Appeals (in days)                    |                                     |
|-----------------------|----------------|--------------------------------------|---------------------------------|------------------|--|----------------------------|---|--|-------------------------------------|
|                       |                | day<br>of<br>mont<br>h               | nth                             | Tot<br>al<br>No. | Dispose<br>d off in<br>less<br>than<br>30 days | d off in<br>30- 60<br>days |   | Pend<br>ing<br>for<br>less<br>than<br>30<br>days | Pending for<br>more than<br>30 days |
|                       | TOTAL          | 370                                  | 408                             | 330              | 200  | 62                         | 448   | 150  | 266                                 |

| S. No | Service Type                          | Pendency<br>Brought<br>Forward as<br>on 1st day<br>of month | Applicati ons Received during the month | Applications Disposed during the month which were pending for |              | Pendency Carried Forward as on last day of month | Pendency of applications out<br>of column (6)<br>(in days) |           |
|-------|---------------------------------------|---|---|---|--------------|--|--|-----------|
| (1)   | (2)                                   | (3)   | (4)                                     | (5)   |              | (6)  | (7)  |           |
| 12.   | Decision on rectification application |   |   | =<180<br>days   | >180<br>days |  | =<180 days   | >180 days |
|       | TOTAL                                 | 17346   | 10415                                   | 8753  | 1012         | 17996  | 15964  | 2032      |

| S.  | Service Category | Penden  | Appellate | Disposal of  | Pendency    | Pendency with respect |
|-----|------------------|---------|-----------|--------------|-------------|-----------------------|
| No  |                  | су      | /Revisio  | cases during | Carried     | to giving effect to   |
|     |                  | Brought | n orders  | the month    | Forward as  | appellate/revision    |
|     |                  | Forward | Received  | which were   | on last day | orders, out of column |
|     |                  | as on   | during    | pending for  | of month    | (6)                   |
|     |                  | 1st day | the       |              |             | (in days)             |
|     |                  | of      | month     |              |             |                       |
|     |                  | month   |           |              |             |                       |
| (1) | (2)              | (3)     | (4)       | (5)          | (6)         | (7)                   |

|     | Decision on giving       |      |      | =<90 | >90  |      | =<90 | >90 days |
|-----|--------------------------|------|------|------|------|------|------|----------|
|     | effect to                |      |      | days | days |      | days |          |
|     | appellate/revision       |      |      | aays | aays |      |      |          |
|     | order, in case no issue  |      |      |      |      |      |      |          |
|     | is set aside and/or      |      |      |      |      |      |      |          |
|     | involves no verification |      |      |      |      |      |      |          |
|     | of any issue by way of   |      |      |      |      |      |      |          |
| 13. | submission of any        |      |      |      |      |      |      |          |
|     | document by the          |      |      |      |      |      |      |          |
|     | assesse or any other     |      |      |      |      |      |      |          |
|     | person or where          |      |      |      |      |      |      |          |
|     | opportunity of being     |      |      |      |      |      |      |          |
|     | heard is provided and    |      |      |      |      |      |      |          |
|     | no extension is          |      |      |      |      |      |      |          |
|     | granted by PCIT.         |      |      |      |      |      |      |          |
|     | TOTAL                    | 3418 | 2589 | 2189 | 267  | 3551 | 3147 | 404      |

| S.<br>No | Service<br>Category   | Pendenc<br>y<br>Brought<br>Forward<br>as on 1st<br>day of<br>month | Applicatio ns Received during the month | s Carried of column of col |             | pplications out<br>umn (6)<br>lays) |           |          |
|----------|---|--|---|--|-------------|-------------------------------------|-----------|----------|
| (1)      | (2)   | (3)  | (4)                                     | (5   | 5)          | (6)                                 | (7)       |          |
| 14.      | Decision on application seeking extension of time for tax payment or for grant of instalment. |  |   | =<30<br>days   | >30<br>days |                                     | =<30 days | >30 days |
|          | TOTAL   | 57   | 11                                      | 16   | 19          | 33                                  | 4         | 29       |

| S.<br>No | Service<br>Category | Pendency<br>Brought<br>Forward as<br>on 1 <sup>st</sup> day<br>of month | Applicatio<br>ns<br>Received<br>during the<br>month | durin<br>mo<br>wh<br>we<br>pen | osed  g the  nth  ich  ere  ding | Pendency<br>Carried<br>Forward as<br>on last day<br>of month | Pendency of applications out of column (6) (in days) |         |
|----------|---------------------|---|---|--------------------------------|----------------------------------|--|--|---------|
| (1)      | (2)                 | (3)   | (4)   | for<br>(5)                     |                                  | (6)  | (7)  |         |
|          | Issue of Tax        |   | , ,   | =<7                            | >7                               |  | =<7 days   | >7 days |
|          | Clearance           |   |   | days                           | days                             |  |  |         |
| 15.      | Certificate         |   |   | _                              |                                  |  |  |         |
|          | u/s 230 of          |   |   |                                |                                  |  |  |         |
|          | the I.T. Act        |   |   |                                |                                  |  |  |         |
|          | TOTAL               | 7   | 7   | 4                              | 3                                | 7  | 0  | 7       |

| S.<br>No | Service<br>Category  | Pendency<br>Brought<br>Forward as<br>on 1st day<br>of month | Applicatio ns Received during the month | Applications Disposed during the month which were pending for |             | Pendency Carried Forward as on last day of month | Pendency of applications, out of<br>column (6)<br>(in days) |         |
|----------|--|---|---|---|-------------|--|---|---------|
| (1)      | (2)  | (3)   | (4)                                     | (!  | 5)          | (6)  | (7)   |         |
| 16.      | Decision on<br>application<br>for transfer<br>of case from<br>one charge<br>to another |   |   | =<60<br>days  | >60<br>days |  | =< 60 days  | >60days |
|          | TOTAL  | 195   | 456                                     | 484   | 8           | 159  | 154   | 5       |

| S.<br>No | Service<br>Category | Pendency<br>Brought<br>Forward as | Applicati<br>ons<br>Received | Applications Disposed during the |     | Pendency<br>Carried<br>Forward | Pendency of applications, out of column (6) (in days) |          |
|----------|---------------------|-----------------------------------|------------------------------|----------------------------------|-----|--------------------------------|---|----------|
|          |                     | on 1st day                        | during                       | mon                              |     | as on last                     |   |          |
|          |                     | of month                          | the                          | which were                       |     | day of                         |   |          |
| (1)      | (0)                 | (2)                               | month                        | pendin                           |     | month                          |   | (7)      |
| (1)      | (2)                 | (3)                               | (4)                          | (5)                              |     | (6)                            |   | (7)      |
|          | Complaint           |                                   |                              | =<15                             | >15 |                                | =< 15 days  | >15 days |
|          | s outside           |                                   |                              | days                             | day |                                |   |          |
|          | of domain           |                                   |                              |                                  | s   |                                |   |          |
|          | of TCC              |                                   |                              |                                  |     |                                |   |          |
|          | and                 |                                   |                              |                                  |     |                                |   |          |
|          | transferrin         |                                   |                              |                                  |     |                                |   |          |
| 17.      | g of the            |                                   |                              |                                  |     |                                |   |          |
|          | same                |                                   |                              |                                  |     |                                |   |          |
|          | tothe               |                                   |                              |                                  |     |                                |   |          |
|          | concerned           |                                   |                              |                                  |     |                                |   |          |
|          | officer/Au          |                                   |                              |                                  |     |                                |   |          |
|          | thority/De          |                                   |                              |                                  |     |                                |   |          |
|          | partment            |                                   |                              |                                  |     |                                |   |          |
|          | TOTAL               | 0                                 | 1                            | 1                                | 0   | 0                              | 0   | 0        |