S. No	Service Category	Refunds determin ed &Brough t Forward as on 1st day of month	Refund determine d & 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)	
	Issue of			=<90 days	>90 days		=<90 days	>90 days
	refund							
	along with							
1.	interest							
	u/s 143(1)							
	of the I.T.							
	Act^							
	TOTAL	34,14,570	1,83,83,528	1,72,82,113	2,38,681	42,77,304	23,20,773	19,56,531

^Data as per DIT (CPC).

S. No	Service 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 column (6) (in days)	
(1)	(2)	(3)	(4)	(5	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	526	1320	1257	80	509	308	201	

S. No	Service Category	Dakpend ingackno wledgem ents on 1st day of month	Dak Received during the month	Dak acknowledged during the month which were pending for		Pending acknowled gements Carried Forward as on last day of month	acknowle	ncy of issue of dgements out of blumn (6) in days)
(1)	(2)	(3)	(4)	(5)		(6)		(7)
	Acknowledgeme			=<7	>7		=<7 days	>7 days
	nt of			days	days			
3.	communications							
٥.	received through							
	electronic media							
	or by hand.							

S. No	TOTAL Service Category	2056 Pendenc y Brought Forward as on 1st day of month	45079 Applicatio s Received during the month	Dis duri e m whice	6008 cations posed ing the onth ch were	Pendency Carried Forward as on last day of month		of applications out f column (6) (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 days	>90 days		=<90 days	>90 days
	TOTAL	700	42	58	9	675	423	252

S. No	Service Category	Penden cy Brought Forward as on 1st day of month	Applicati ons Received during the month	Application S Disposition of the control of the con	osed g the nth were ng for	Pendency Carried Forward as on last day of month	Pendency of applications (in days) out of column (6)	
(1)	(2) Decision on	(3)	(4)	=<90	>90	(6)	=<90 days	(7) >90 days
	application for			days	days		-<90 days	>90 days
	grant of exemption			uays	uays			
	to institutions							
_	(University,							
5.	School, Hospital							
	etc.) u/s 10 (23C)							
	of the IT Act.(For							
	those having							
	existing approval)							
	TOTAL	0	0	0	0	0	0	0
	Decision on			=<180	>18		=<180	>180 days
	application for grant			days	0		days	
	of exemption to				day			
	institutions				s			
	(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)							
	αρρισναι							1

TOTAL	202	22	20	0	204	192	12
Decision on			=<30	>30		=<30 days	>30days
application for			days	day			
grant of				s			
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. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applicatio ns Received during the month	during the month which were pending for		Pendency Carried Forward as on last day of month	col	column (6) (in days) (7) (90 days >90 days	
(1)	(2)	(3)	(4)	(5	5)	(6)		(7)	
	Decision on			=<90	>90		=<90 days	>90 days	
	application for			days	days				
	approval to a								
6.	fund under								
	section								
	10(23AAA) of								
	the I.T. Act								
	TOTAL	45	0	2	4	39	28	11	

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo	eations osed oset ng the nth ng for	Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (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 days	>90 days		=<90 days	>90 days
	TOTAL	0	0	0	0	0	0	0

Decision on			=<180	>180		=<180 days	>180 days
application for			days	days			
registration of				Ü			
charitable or							
religious trust							
or institution							
(Category-2)							
TOTAL	10597	671	1420	0	9848	9848	0
Decision on			=<30	>30		=<30 days	>30 days
application for			days	days		00 333	
registration of			aajs	aayo			
charitable or							
religious trust							
or institution							
(Category-3)							
TOTAL	0	0	0	0	0	0	0

S.	Service	Pendency	Applicatio	Applica	ations	Pendency	Pendency of a	plications out of
No	Category	Brought	ns	Dispo		Carried		mn (6)
		Forward as	Received	during	g the	Forward	(in	days)
		on 1st day	during	mor		as on last		
		of month	the	which		day of		
			month	pendir		month		
(1)	(2)	(3)	(4)	(5		(6)		(7)
	Decision on			=<90	>90		=<90 days	>90 days
	application for			days	days			
	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	8402	451	1037	0	7816	7816	0

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

S. No	Service Category	Pendency Brought Forward as on 1st day 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 umn (6) days)
(1)	(2)	(3)	(4)	(5)	(6)	(*	7)
9.	Decision on application for no deduction of tax or deduction of tax at lower rate			=<30 days	>30 days		=< 30 days	>30 days
	TOTAL	4594	3997	4030	617	3944	3221	723

. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durii mo whicl	cation s cosed ng the onth h were ing for	Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)	(6)		(7)
10.	Decision on application for approval of Hospitals in respect of medical treatment of prescribed diseases			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	617	47	11	35	618	306	312

S. No 11 (a)	Grieva nce Type	Grievan ces Broug ht Forwar d as on 1st day of month	Grievan ces Receive d during the month			Grievan ces Carried Forward as on last day of month	Pendency of Grievances (in days)		
				Total No.	Dispo sed off in less than 30 days	Disp osed off in 30- 60 days		Equal or Less than 30 days	More than 30 days
	E- Nivaran*	22478	30395	20841	*	*	32032**	18923	13111
	Other Taxpaye r Grievanc es received by dak or by e- mail or any other means	1354	927	950	729	208	1331	244	1087
	CPGRA Ms*	9990	5820	5765	2672	3093	10045	3913	6132

^{*} Service deliverables data related to CPGRAM & e-Nivaran data [at point 11(a)] received from field formation is not in consonance with MIS data available with TPS-I and TPS-II Directorate. Hence the same is replaced from the data as received from the O/o ADG (TPS-II) & ADG (TPS-I), New Delhi.

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^{**} Since the deliverables 11(a) has timeline of 30 days, hence the report is given in the format of more than and less than 30 days.

^{***} The e-Nivaran MIS available with the Directorate of TPS-I does not provide data of disposal of grievances pertaining to in more than and less than 30 days.

S. No 11 (b)	Appeal Type	Appeal s Broug ht Forw ard as on	eals Rec eive d duri ng the		als Dispo	osed off onth	Carried Forward as (in days) on last day of month		ncy of Appeals (in days)
		day of mont h	mo nth	Tot al No.	Dispose d off in less than 30 days	d off in 30- 60 days		Pend ing for less than 30 days	Pending for more than 30 days
	TOTAL	2258	777	503	146	89	2532	474	2058

S. No	Service Type	Pendency Brought Forward as on 1st day of month	Applicati ons Received during the month	Applic Dispedurin mon which pendin	osed g the nth were	Pendency Carried Forward as on last day of month	of colu	pplications out umn (6) lays)
(1)	(2)	(3)	(4)	(5	5)	(6)	(7)	
12.	Decision on rectification application			=<180 days	>180 days		=<180 days	>180 days
	TOTAL	16826	8417	7329	469	17445	15529	1916

S. No	Service Category	Penden cy Brought Forward as on 1st day of month	Appellate /Revisio n orders Received during the month	Disposalof cases during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency with respect to giving effect to appellate/revision orders, out of column (6) (in days)	
(1)	(2)	(3)	(4)		(5)	(6)	(7)	
	Decision on giving			=<90	>90		=<90	>90 days
13.	effect to appellate/revision order, in case no issue is set aside and/or involves no verification of any issue by way of 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.			days	days		days	
	TOTAL	4682	3629	3182	181	4948	4490	458

S. No	Service Category	Pendenc y Brought Forward as on 1 st day of month	Applicatio ns Received during the month	Disp durin mo which pendi	Application s Car Disposed during the month which were pending for		Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)		5)	(6)		7)
14.	Decision on application seeking extension of time for tax payment or for grant of instalment.			=<30 days	>30 days		=<30 days	>30 days
	TOTAL	44	14	10	5	43	7	36

S. No	Service Category	Pendency Brought Forward as on 1st day of month	ns	durin mo wh we pen	tions osed og the nth ich ere ding	Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	(;	5)	(6)	(7)	
15.	Issue of Tax Clearance Certificate u/s 230 of the I.T. Act			=<7 days	>7 days		=<7 days	>7 days
	TOTAL	0	8	0	7	1	0	1

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo which pendi	eations osed ig the inth i were ing for	Pendency Carried Forward as on last day of month	Pendency of applications, out column (6) (in days)	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	
16.	Decision on application for transfer of case from one charge to another			=<60 days	>60 days		=< 60 days	>60days
	TOTAL	31	235	238	0	28	28	0

S. No	Service Category (2)	Pendency Brought Forward as on 1st day of month	Applications Received during the month	Disposed the m which pendir	Applications Disposed during the month which were pending for (5) Pendency Carried Forward as on last day of month		Pendency of applications, out of column (6) (in days)	
17.	Complaints outside of domain of TCC and transferrin g of the same to the concerned officer/Aut hority/Dep artment	(O)	(1)	=<15 days	>15 days	(6)	=< 15 days	
	TOTAL	0	2	0	0	2	2	0