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	30,07,326	11,61,363	10,96,114	66,799	30,05,776	3,49,094	26,56,682	

^Data as per DIT (CPC).

S.	Service	Refunds	Refund	Refunds	issued	Refunds	Pendency of	Issue of Refunds	
No	Category	determi ned &h Brought Forward as on 1st day of month	determin ed & Received during the month	during the month which were pending for		to be issued carried Forward as on last day of month	out of column (6) (in days)		
(1)	(2)	(3)	(4)	(5)		(6)		(7)	
	Issue of refund			=<30	>30		=<30 days	>30 days	
	including			days	days				
	interest from								
2.	proceedings								
2.	proceedings other than								
2.	_								
2.	other than								

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	acy 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	Pendenc y Brought Forward as on 1st day of month	46292  Applications  Received during the month	Dis duri e m whice	6859 cations posed ing the onth ch were	Pendency Carried Forward as on last day of month		692  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	566	32	45	5	548	361	187

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	_	of applications ut of column (6)
(1)	(2) Decision on	(3)	(4)	=<90	>90	(6)	=<90 days	(7) >90 days
	application for			days	days		- \Jo days	- Jo 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	8	8	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)							
	αρρισναί							1

TOTAL	121	3	49	0	75	56	19
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 <sup>st</sup> 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	Pendency of applications out of 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	44	0	2	2	40	26	14

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo	eations cosed ig the onth ing for	Pendency Carried Forward as on last day of month	Pendency of applications ou 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	1	0	0	0	1	1	0

Decision on			=<180	>180		=<180 days	>180 days
application for			days	days			
registration of							
charitable or							
religious trust							
or institution							
(Category-2)							
TOTAL	8711	1250	5002	0	4959	4959	0
Decision on			=<30	>30		=<30 days	>30 days
application for			days	days			
registration of							
charitable or							
religious trust							
or institution							
(Category-3)							
TOTAL	0	0	0	0	0	0	0

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Dispo during mor which pendir	pplications Disposed during the month as on last day of ending for		colı	pplications out of imn (6) days)
(1)	(2)	(3)	(4)	=<90	>90	(6)	- <00 1	(7)
	Decision on						=<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	5914	795	3395	0	3314	3314	0

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

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicat ions Receive d during the month	Disp during month were p	cations cosed ng the n which cending	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	2517	4087	4052	89	2463	2285	178

. 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	616	54	20	12	638	337	301

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*	16822	11072	27894	*	*	9151**	2053	7098
	Other Taxpaye r Grievanc es received by dak or by e- mail or any other means	1281	649	690	540	157	1240	206	1030
	CPGRA Ms*	9705	5621	5897	3305	2592	9429	3609	5820

<sup>\*</sup> 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.

<sup>\*\*</sup> 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.

<sup>\*\*\*</sup> 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 1st	eals Rec eive d duri ng the		als Dispo		Appeals Carried Forward as on last day of month	Pendency 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	2549	865	575	182	97	2839	784	2055

S. No	Service Type	Pendency Brought Forward as on 1st day of month	Applicati ons Received during the month	Application Disposition during month were performance for the contraction of the contract	osed g the which ending	Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5	5)	(6)	(7)	
12.	Decision on rectification application			=<180 days	>180 days		=<180 days	>180 days
	TOTAL	52162	10874	31528	6987	23560	20092	3468

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)
13.	Decision on giving 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.			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	8911	6900	6410	1174	8227	6563	1664

S. No	Service Category	Pendenc y Brought Forward as on 1st day of month	Applicatio ns Received during the month	Application S Disport durin more which pending	osed g the nth were	Pendency Carried Forward as on last day of month	Pendency of applications ou of column (6) (in days)	
(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 days	>30 days		=<30 days	>30 days
	TOTAL	66	16	11	8	63	43	20

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	durin mo wh we pen	tions osed g the nth ich ere ding	Pendency Carried Forward as on last day of month		olumn (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	3	29	17	13	2	1	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 of 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	38	371	357	13	39	35	4

S. No	Service Category	Pendency Brought Forward as on 1st day of month (3)	Applications Received during the month	Applica Disposed the m which pendir	during onth were ng for	Pendency Carried Forward as on last day of month (6)	appli	endency of cations, 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	(0)	(1)	=<15 days	>15 days	(6)	=< 15 days	
	TOTAL	2	0	0	0	2	0	2