S. No	Service Category	Refunds determin ed &Brough t Forward as on 1st day of month	Refund determin ed & Received during the month	ending for		Refunds to be issued carried Forward as on last day of month	out of	Issue of Refunds column (6) n 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 days	>90 days		=<90 days	>90 days	
	TOTAL	25,40,057	89,665	1,24,166	79,529	24,26,027	1,66,831	22,59,196	

^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								
	other than								
	section 143(1)								
	of the I.T. Act								
	TOTAL	338	1262	1185	93	322	184	138	

S. No	Service Category	Dak pending acknowl edgemen ts 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	acknowled col	ey of issue of gements out of umn (6) 1 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.							
	TOTAL	2734	55038	45160	9333	3279	2512	767

S. No	Service Category	Pendenc y Brought Forward as on 1st day of month	Application s Received during the month	Dis duri m	cations posed ng the onth h were ling for	Pendency Carried Forward as on last day of month		cy of applications out of 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	834	354	338	42	808	468	340

S. No	Service Category	Penden cy Brought Forward as on 1st day of month	Applicati ons Received during the month	Disp durin mo which pendi	ng for	Pendency Carried Forward as on last day of month		of applications ut of column (6)
(1)		(3)	(4)	(!	•	(6)		(7)
	Decision on			=<90	>90d		=<90 days	>90 days
	application for			days	ays			
	grant of exemption							
	to institutions							
5.	(University,							
	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	>180		=<180	>180 days
	application for grant			days	days		days	
	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)							
	TOTAL	103	20	24	0	99	99	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. 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	(7) >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	33	3	1	1	34	23	11	

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disposed during the month pending 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)
	Decision on			=<90	>90		=<90 days	>90 days
	application for			days	days			
	registration of							
	charitable or							
	religious trust							
	or institution							
	(Category-1)							
7.	TOTAL	2	0	2	0	0	0	0
	Decision on			=<180	>180		=<180 days	>180 days
	application for			days	days			
	registration of							
	charitable or							
	religious trust							
	or institution							

(Category-2)							
TOTAL	6136	1216	933	36	6383	6383	0
Decision on application for registration of charitable or religious trust or institution (Category-3)			=<30 days	>30 days		=<30 days	>30 days
TOTAL	0	0	0	0	0	0	0

S.	Service	Pendency	Applicatio	Applica	ations	Pendency	Pendency of a	pplications out of
No	Category	Brought	ns	Dispo		Carried		mn (6)
		Forward as	Received	during	g the	Forward	(in	days)
		on 1st day	during	mor	nth	as on last		
		of month	the	which	were	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	3515	938	410	22	4021	4021	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 durir month were p	cations cosed ng the n which cending or	Pendency Carried Forward as on last day of month	Pendency of applications of column (6) (in 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	4021	6681	4869	209	5624	5394	230

. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applicatio ns Received during the month	Disp durin mo which	pplication s Carried Carried Forward as on last day of month hich were ending for		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	62	14	47	617	264	353

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	off during the month ces		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* Other Taxpaye r Grievanc es received by dak or by e- mail or any other means	30452 2336	29441	20196 1799	1341	*** 425	39697 2595	722	25135 1873
	CPGRA Ms*	12398	6608	6598	3318	3280	12408	4763	7645

^{*} 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.

 $^{^{**}}$ 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 Forwa rd as on 1st day of mont h	App eals Rec eive d duri ng the mo nth	durin	Dispose d off in less than 30 days	Dispose d off in 30- 60 days	Appeals Carried Forward as on last day of month		Pending for more than 30 days
	TOTAL	2134	989	914	489	193	2209	472	1737

S. No	Service Type	Pendency Brought Forward as on 1st day of month	Applicati ons Received during the month	Applic Dispo durin mon which pendin	osed g the nth were	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	18956	8765	8204	672	18845	17218	1627	

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	3813	2833	2382	162	4102	3814	288

S. No	Service Category	Pendenc y Brought Forward as on 1st day of month	Applicatio ns Received during the month	Applic S Dispo durin 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)
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	31	45	16	3	57	12	45

S. No	Service Category	Pendency Brought Forward as on 1st day of month	ns	durin mo: wh we pend	osed g the nth ich	Pendency Carried Forward as on last day of month	colu	pplications out of umn (6) days)
(1)	(2)	(3)	(4)	(5	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	8	2	3	1	6	1	5

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo which	eations osed ig the onth i were ing for	Pendency Carried Forward as on last day of month	colu	plications, out of mn (6) 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	113	849	869	0	93	85	8

S.	Service	Pendency	Applications	Applica	Applications		Pendency of	
No	Category	Brought	Received	Disposed during		Carried	applications, out of	
		Forward as	during the	the month		Forward as	column (6)	
		on 1st day	month	which were		on last day		(in days)
		of month		pending for		of month		
(1)	(2)	(3)	(4)	(5)	(6)		(7)
	Complaints			=<15	>15		=< 15	>15 days
	outside of			days	days		days	
	TCC and							
	transferrin							
17.	g of the							
	same to the							
	concerned							
	officer/Aut							
	hority/Dep							
	artment							
	TOTAL	0	3	3	0	0	0	0