S. No	Service Category	Refunds determin ed &Brough t Forward as on 1st day of month	Refund determine d & Received during the month	the month	sued during which were ng for	Refunds to be issued carried Forward as on last day of month	Refunds out	of Issue of of column (6) 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	29,57,389	2,44,204	2,78,105	48,998	28,74,490	1,59,794	27,14,696	

^Data as per DIT (CPC).

S. No		Refunds determi ned &h Brought Forward as on 1st day of 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 Refund out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5	5)	(6)	(Element)	(7)
2.	Issue of refund including interest from proceedings other than section 143(1) of the I.T. Act			=<30 days	>30 days		=<30 days	>30 days
	TOTAL	3472	2145	4897	97	623	438	185

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)	
3.	Acknowledgeme nt of communications received through electronic media or by hand.			=<7 days	>7 days		=<7 days	>7 days

	TOTAL	3077	48089	41908	6303	2955	1979	976
S. No	Service Category	Pendenc y Brought Forward as on 1st day of month	Applications s Received during the month	Dis duri m whice	cations posed ng the onth h were	Pendency Carried Forward as on last day of month		ey of applications out of column (6) (in days)
(1)	(2)	(3)	(4)	II AMA	(5)	(6)		(7)
4.	Decision on application for recognition/ap proval to provident fund/superann uation fund/gratuity fund			=<90 days	>90		=<90 days	>90 days
	TOTAL	548	75	40	10	573	235	338

S. No	Service Category	Penden cy Brought Forward as on 1st day of month	Applicati ons Received during the month	s		Pendency Carried Forward as on last day of month	Pendency of application (in days) out of column (
(1)	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)			(5)		(6)		(7)
5.				=<90 days	>90 days		=<90 days	>90 days
	TOTAL	0	1	1	0	0	0	0

Decision on			=<180	>18		=<180	>180 days
application for grant			days	0		days	
of exemption to	The second			day			No. 10 Person
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)							
TOTAL	65	3	20	1	47	30	17
Decision on			=<30	>30	Maria Ti	=<30 days	>30days
application for			days	day			
grant of				s			
exemption to							
institutions	The second						
(University,							
School, Hospital							
etc.) u/s 10 (23C)			1011				
of the IT Act.(For							
any other case)			A CAR				
TOTAL	0	0	0	0	0	0	0

S. No	(2) Decision on application for approval to a fund under section 10(23AAA) of the I.T. Act	Pendency Brought Forward as on 1st day of month	Applications ns Received during the month	Applications ns Disposed during the month which were pending for (5)		ns Carried of Disposed Forward as uring the on last day month which were pending		applications out of lumn (6) n days)
(1)						(6)		(7)
6.				=<90 days	>90 days		=<90 days	>90 days
	TOTAL	35	3	0	4	34	22	12

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Applications 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)

13/3	Decision on			=<90	>90		=<90 days	>90 days
	application for			days	days			
	registration of							
	charitable or				3.8			
	religious trust							
	or institution				-			
	(Category-1)							
	TOTAL	1	0	0	0	1	0	1
	Decision on			=<180	>180		=<180 days	>180 days
	application for			days	days			
	registration of							
7.	charitable or							
110000	religious trust			3371	V			
	or institution							
	(Category-2)							
	TOTAL	4843	1968	978	0	5833	5833	0
	Decision on			=<30	>30		=<30 days	>30 days
	application for			days	days			
	registration of							
	charitable or							
1.	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	Applic Dispedurin more which pendir	g the nth were ng for	Pendency Carried Forward as on last day of month	Pendency of applications out column (6) (in days)	
(1)	Decision on application for grant of approval to institution or fund under section 80G (5) (vi) of the I.T. Act.(Category 1)	(3)	(4)	(5	5)	(6)		(7)
8.				=<90 days	>90 days		=<90 days >90 days	>90 days
	TOTAL	0	0	0	0	0	0	0

Decision on application for grant of approval to institution or fund under section 80G (5) (vi) of the I.T. Act.(Category 2)			=<180 days	>18 0 day s		=<180 days	>180 days
TOTAL	3327	1291	573	0	4045	4045	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		Pendency Brought Forward as on 1st day of month	ions Disposed Receive during the d during month which the were pending month for		Brought ions Disposed Carr Forward as Receive during the Forward as on 1st day of month the month were pending day month for month	Pendency Carried Forward as on last day of month	of col	applications out lumn (6) days)
(1)		(3)	(4)		5)	(6)		(7)
9.		pecision on plication for o deduction of tax or eduction of ax at lower		=<30 days	>30 days		=< 30 days	>30 days
	TOTAL	2230	4378	4532	223	1853	1706	147

. No	Service Category	Pendency Brought Forward as on 1st day of month	Applications ns Received during the month	Application s Disposed 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)
(1)	(2)	(3)	(4)	(5)	(6)	(7)

10.	Decision of application for approve of Hospital in respect medical treatment prescribed diseases	n al ls of				=<90 days	>90 days			=<90 days	>90 days
S. N	TOTAL	Gri	668	63 van G		12 nces D	24 ispos	ed off	695 Grievan	345	350 of Grievance
11 (a)	се Туре	Brown ht Ford a on I day of more h	ug Rece d wa during s the	s d		the m			ces Carried Forwar d as on last day of month	(in days)	
				100	otal o.	Disposed off in less than 30 days	d 30 da	ispose off in 0- 60 ays		Equal or Less than 30 days	More than 30 days
	E- Nivaran*	987	4 1317	71 8	8976	*		*	14069**	5497	8572
	Other Taxpayer Grievance s received by dak or by e-mail or any other means										
		11	71	445	534	37	1	136	1082	206	872

CPGRA Ms*	10120	5721	5409	3116	2293	10432	4286	6146

^{*} 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.

^{***} 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	App eals Rec eive d duri ng the	-	eals 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	Dispose d off in 30-60 days		Pend ing for less than 30 days	Pending for more than 30 days	
	TOTAL	2806	559	388	124	114	2977	560	2417	

^{**} 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.

S. No	Service Type	Pendency Brought Forward as on 1st day of month	Applicati ons Received during the month	Applies Dispeduring month were pe	osed g the which ending	Pendency Carried Forward as on last day of month	of col	applications out umn (6) days)	
(1)	Decision on rectification application	(3)	(4)	(5)		(6)	(7)		
12.		rectification	rectification			=<180 days	>180 days		=<180 days
	TOTAL	23197	23002	16682	6040	23477	21549	1928	

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	to givi appella orders, o	y with respect ng effect to ate/revision out of column (6) n 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	(6)	=<90 days	>90 days
	TOTAL	11317	8041	7074	993	11291	9498	1793

S. No	Service Category	Pendenc y Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durir mo which	cation s losed ing the onth in were ing for	Pendency Carried Forward as on last day of month	of co	applications out dumn (6) 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	72	24	13	11	72	38	34

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	durin mo wh we pen	osed og the nth ich ere ding	Pendency Carried Forward as on last day of month	co	applications out of slumn (6) in days)
(1)	(2)	(3)	(4)	(5	5)	(6)		(7)
15.	Issue of Tax Clearance Certificate u/s 230 of the I.T. Act	Clearance Certificate u/s 230 of		=<7 >7 days days			=<7 days	>7 days
	TOTAL	1	44	17	24	4	2	2

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp during mo which	cations cosed ng the onth h were ing for	Pendency Carried Forward as on last day of month	col	pplications, out of umn (6) 1 days)	
(1)	Decision on application for transfer of case from one charge to another	(3)	(4)	(5)		(6)	(7)		
16.				=<60 days	>60 days		=< 60 days	>60days	
	TOTAL	47	335	321	19	42	42	0	

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applications Received during the month	d Disposed during Carrie the month Forward which were on last		Pendency Carried Forward as on last day of month	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			=<15 days	>15 days		=< 15 days	>15 days
	TOTAL	2	0	0	0	2	0	2