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	30,05,776	9,12,140	9,06,297	54,230	29,57,389	2,50,883	27,06,506

^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	Pendency of Issue of Refunds 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	3426	1830	1670	114	3472	2026	1446

S. No	Service Category	Dakpend ingackno wledgem ents on 1st day of month	Dak Received during the month			Pending acknowled gements Carried Forward as on last day of month	acknowled co	cy of issue of Igements out of Iumn (6) n 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	51280 Applications Received during the month	Dis d duri ne m whice	7490 ications sposed ing the onth ch were ding for	Pendency Carried Forward as on last day of month	1	594 y 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	548	72	68	4	548	321	227

S. No	Service Category	Penden cy Brought Forward as on 1st day of month	Applicati ons 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	Pendency of applications (in days) out of column (6)	
(1)	(2)	(3)	(4)	(5	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 days	>90 days		=<90 days >90 days	
	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)							
TOTAL	75	2	12	0	65	48	17
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	colu	pplications out of amn (6) 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	40	3	8	0	35	18	17

S.	Service	Pendency	Applicatio	Applications	Pendency	Pendency of applications out of
No	Category	Brought	ns	Disposed	Carried	column (6)
		Forward as	Received	during the	Forward	(in days)
		on 1st day	during	month	as on last	
		of month	the	pending for	day of	
			month		month	
(1)	(2)	(3)	(4)	(5)	(6)	(7)

	Decision on			=<90	>90		=<90 days	>90 days
	application for			days	days			
	registration of				3			
	charitable or							
	religious trust							
	or institution							
	(Category-1)							
	TOTAL	1	0	0	0	1	1	0
	Decision on			=<180	>180		=<180 days	>180 days
	application for			days	days			
	registration of							
7.	charitable or							
	religious trust							
	or institution							
	(Category-2)				_			_
	TOTAL	4959	662	778	0	4843	4843	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	Applica Dispo during mon which pendir	osed g the oth were	Pendency Carried Forward as on last day of month	colu	oplications out of mn (6) days)
(1)	(2)	(3)	(4)	(5)	(6)		(7)
8.	Decision on application for grant of approval to institution or fund under section 80G (5) (vi) of the I.T. Act.(Category			=<90 days	>90 days		=<90 days	>90 days
,	TOTAL	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	3314	542	529	0	3327	3327	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	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications or of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)	(6)	('	7)
	Decision on			=<30	>30		=< 30 days	>30 days
	application for			days	days			
	no deduction							
9.	of tax or							
	deduction of							
	tax at lower							
	rate							
	TOTAL	2463	5262	5401	94	2230	2063	167

. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio 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)

Decision Section Sec	T	Decision	on			=<90	>90			=<90 days	>90 days
10.										-\90 uays	- 50 uays
10.						uays	uays				
10. in respect of medical treatment of prescribed diseases TOTAL 629 80 29 12 668 332 336 S. Grieva ces ces off during the month of month S. Grieva ces ces off during the month off during the month off month Type last day of month Total last day of month Total No. sed osed off in less 30-than 60 30 days days E- Nivaran* 9151 4809 13960 * 9874** 3084 6790 E- Nivaran* 1240 603 672 489 154 1171 175 992											
medical treatment of prescribed diseases TOTAL 629 80 29 12 668 332 336 S. Grieva No nee Type Broug ht Grievan during the month of month Total South of month Total South of month It stay of month It say o	10										
TOTAL	10.	_	I								
TOTAL 629 80 29 12 668 332 336											
S. Grievan Grievan Ces Grievan Ces Type Broug ht Forward day of month											
S. Grieva Crievan Carried Forward das On 1		_	I								
S. Grievan nce ces Type 11 (a)		diseases	8								
S. Grieva nee ces Type Broug (a) He son 1st day of month		ТОТАІ	6	29	80	29	12		668	332	336
No nce Type Broug ht Forwar d as on last day of month		IOIAL	1								
No nce Type Broug ht Forward day of month	S.	Grieva	Grievan	Grievar	Grieva	nces I	Dispos	sed	Grievan	Pendency o	f Grievances
Type	No	nce	ces	ces			_				
11		Type				Ū				(in days)	
Forwar das on 1st day of month Forwar day of month Forward day Forward d	11	- J F -	Broug	Receive	:				Carried		
Forwar d as on 1st month CPGRA C	(a)		ht	d					Forward		
das on 1st day of month	' '		Forwar	during					as on		
On 1st day of month				_							
CPGRA									_		
Month											
Total Dispo sed osed off in less 30- than 60 30 days			_						month		
No. sed off in less 30-than 60 30 days			montn								
No. sed off in less 30-than 60 30 days											
Box Off in less 30-than 60 30 days					Total	Disp	o D	isp		Equal or	More than
CPGRA CPGR					No.	sed	0	sed			30 days
Less than 30 days						off i	n o	ff in		30 days	-
E- Nivaran* 9151						less					
E- Nivaran* 9151 4809 13960 * * 9874** 3084 6790											
CPGRA Capabalan Capabala											
E-Nivaran* 9151 4809 13960 * * 9874** 3084 6790 Other Taxpaye r Grievanc es received by dak or by e-mail or any other 1240 603 672 489 154 1171 175 992								ays			
Nivaran* 9151 4809 13960 *						uay	•				
Other Taxpaye r Grievanc es received by dak or by e- mail or any other means 1240 603 672 489 154 1171 175 992											
Taxpaye r Grievanc es received by dak or by e-mail or any other means 1240 603 672 489 154 1171 175 992		Nivaran*	9151	4809	13960	*		*	9874**	3084	6790
Taxpaye r Grievanc es received by dak or by e-mail or any other means 1240 603 672 489 154 1171 175 992		Other				1					
r Grievanc es received by dak or by e-mail or any other means 1240 603 672 489 154 1171 175 992											
Grievanc es received by dak or by e- mail or any other means CPGRA											
es received by dak or by e- mail or any other means											
received by dak or by e-mail or any other means											
by dak or by e-mail or any other means 1240 603 672 489 154 1171 175 992											
or by e- mail or any other means 1240 603 672 489 154 1171 175 992											
mail or any other means 1240 603 672 489 154 1171 175 992 CPGRA											
any other means 1240 603 672 489 154 1171 175 992 CPGRA											
other means 1240 603 672 489 154 1171 175 992											
means CPGRA			1040		,	.	00	154			222
CPGRA		1	1240	60	672	4	89	154	1171	175	992
CPGRA 9429 6288 5597 2958 2639 10120 2953 7167		incalis									
CPGRA 9429 6288 5597 2958 2639 10120 2953 7167											
CPGRA 9429 6288 5597 2958 2639 10120 2953 7167											
CPGKA 9429 6288 5597 2958 2639 10120 2953 7167		CDCD :									
		CPGRA	9429	6288	5597	295	8 2	639	10120	2953	7167

Ms*				

^{*}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.

S. No 11 (b)	Appeal Type	Appeal s Broug ht Forw ard as on	eals Rec eive d duri ng the		Appeals Disposed off during the month		Appeals Pend Carried Forward as on last day of month		ency 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	2839	716	749	202	168	2806	622	2184	

^{**} 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.

TPCC Report- January 2025

S. No	Service Type	Pendency Brought Forward as on 1st day of month	Applicati ons Received during the month	Applica Dispo during month were pe	osed g the which ending	Pendency Carried Forward as on last day of month	Pendency of applications ou of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
12.	Decision on rectification application			=<180 days	>180 days		=<180 days	>180 days
	TOTAL	23560	11963	10817	1509	23197	20457	2740

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 colum (6)	
(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	8639	10820	7313	829	11317	9461	1856

S. No	Service Category	Pendenc y Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo: which	osed g the nth	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)
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	63	34	20	5	72	52	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 og the oth ich ere ding	Pendency Carried Forward as on last day of month	colu	oplications out of mn (6) 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	2	27	22	6	1	1	0

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	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)		
16.	Decision on application for transfer of case from one charge to another			=<60 days	>60 days		=< 60 days	>60days	
	TOTAL	39	354	322	24	47	41	6	

S. Service Pendency Applications Applications Pendency Pendency of
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TPCC Report- January 2025

No	Category	Brought	Received	Disposed	during	Carried	applications, out of	
		Forward as	during the	the m	onth	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	
	domain of							
	TCC and							
	transferrin							
17.	g of the							
	same to the							
	concerned							
	officer/Aut							
	hority/Dep							
	artment							
	momet.	2	0	0	0	2	0	2
	TOTAL							