S. No	Service Category	Refunds determin ed &Brough t 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	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	30,01,228	13,82,373	9,47,354	21,677	34,14,570	25,156	33,89,414	

^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)	(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	489	1489	1391	69	518	304	214	

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	acknowled col	cy of issue of gements out of umn (6) n days)
(1)	(2)	(3)	(4)	(;	5)	(6)		(7)
	Acknowledgeme			=<7	>7		=<7 days	>7 days
	nt of			days	days			
3.	communications							
3.	received through							
	electronic media							
	or by hand.							
	TOTAL	2152	43234	35187	8145	2054	1401	653

S. No	Service Category	Pendenc y Brought Forward as on 1st day of month	Application s Received during the month	Dis duri m whic	cations posed ng the onth h were ling for	Pendency Carried Forward as on last day of month		ey 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	558	106	12	10	642	388	254

S. No		Penden cy Brought Forward as on 1st day of month	Applicati ons Received during the month	Applic s Dispe durin mor which pendir	osed g the ath were ag for	Pendency Carried Forward as on last day of month		of applications ut of column (6)
(1)		(3)	(4)	(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 application for grant 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)			=<180 days	>18 0 day s		=<180 days	>180 days
	TOTAL	200	9	7	0	202	190	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	applications out of umn (6) n days)
(1)	(2)	(3)	(4)	(5	5)	(6)		(7)
6.	Decision on application for approval to a fund under section 10(23AAA) of			=<90 days			=<90 days	>90 days
	the I.T. Act TOTAL	45	3	3	0	45	17	28

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo	eations osed ng the onth ing for	Pendency Carried Forward as on last day of month	colu	oplications out of mn (6) 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							
charitable or							
religious trust							
or institution							
(Category-2)							
TOTAL	380	20	67	0	333	333	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.	Service	Pendency	Applicatio	Applica	ations	Pendency	Pendency of a	oplications 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
8.	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	453	20	56	0	417	417	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	Disposed (during the F month which were pending		Pendency Carried Forward as on last day of month	of colu	pplications out umn (6) lays)
(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	6683	4286	5455	920	4594	3566	1028

. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durii mo whicl	Application s Disposed during the month which were pending 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	547	86	24	26	583	272	311

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*	19092	20270	16884	*	*	22478**	10712	11766
	Other Taxpaye r Grievanc es received by dak or by e- mail or any other means	1341	1090	1077	813	247	1354	214	1136
	CPGRA Ms*	12719	4900	7632	2953	4679	9987	2939	7048

^{*} Service deliverables data related to CPGRAM & e-Nivaran data [at point 11(a)] received from field formation is notin 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 1st	eals Rec eive d duri ng the		ppeals Disposed off uring the month		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	2044	876	662	319	81	2258	588	1670

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	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	14999	8767	7823	926	15017	13556	1461

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	3944	4183	3455	331	4341	4018	323

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	osed os the oth were ong for	Pendency Carried Forward as on last day of month	Pendency of applications out of column (6) (in days)	
(1)	(2)	(3)	(4)	=<30	5) >30	(6)	=<30 days	7) >30 days
14.	Decision on application seeking extension of time for tax payment or for grant of instalment.			days	days		So tays	>50 days
	TOTAL	51	12	13	6	44	16	28

S. No	Service Category	Pendency Brought Forward as on 1st day of month	ns	durin mo wh we pen	tions osed og the oth 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	3	12	15	0	0	0	0

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	25	388	381	2	30	30	0

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	0	6	6	0	0	0	0