

S. No	Service Category	Refunds determined & Brought Forward as on 1 st day of month	Refund determined & 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)	
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 determined & Brought Forward as on 1 st day of month	Refund determined & 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)	
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	489	1489	1391	69	518	304	214

S. No	Service Category	Dak pending acknowledgements on 1 st day of month	Dak Received during the month	Dak acknowledged during the month which were pending for		Pending acknowledgements Carried Forward as on last day of month	Pendency of issue of acknowledgements out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
3.	Acknowledgement of communications received through electronic media or by hand.			=<7 days	>7 days		=<7 days	>7 days
	TOTAL	2152	43234	35187	8145	2054	1401	653

S. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applications Received during the month	Applications 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)	
4.	Decision on application for recognition/approval to provident fund/superannuation fund/gratuity fund			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	558	106	12	10	642	388	254

S. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applications Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	Pendency of applications (in days) out of column (6)	
(1)	(2)	(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	>180 days		=<180 days	>180 days
	TOTAL	200	9	7	0	202	190	12

	Decision on application for grant of exemption to institutions (University, School, Hospital etc.) u/s 10 (23C) of the IT Act.(For any other case)			=<30 days	>30 days		=<30 days	>30days
	TOTAL	0	0	0	0	0	0	0

S. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applications Received during the month	Applications 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)	
6.	Decision on application for approval to a fund under section 10(23AAA) of the I.T. Act			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	45	3	3	0	45	17	28

S. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applications 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)	
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 application for registration of charitable or religious trust or institution (Category-2)			=<180 days	>180 days		=<180 days	>180 days
	TOTAL	380	20	67	0	333	333	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

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(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 1)			=<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	>180 days		=<180 days	>180 days
	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

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(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	Applications Received during the month	Applications 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 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)	Grievance Type	Grievances Brought Forward as on 1st day of month	Grievances Received during the month	Grievances Disposed off during the month			Grievances Carried Forward as on last day of month	Pendency of Grievances (in days)	
				Total No.	Disposed off in less than 30 days	Disposed off in 30-60 days		Equal or Less than 30 days	More than 30 days
	E-Nivaran*	19092	20270	16884	*	*	22478**	10712	11766
	Other Taxpayer Grievances received by dak or by e-mail or any other means	1341	1090	1077	813	247	1354	214	1136
	CPGRAMs*	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 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.

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S. No 11 (b)	Appeal Type	Appeals Brought Forward as on 1 st day of month	Appeals Received during the month	Appeals Disposed off during the month			Appeals Carried Forward as on last day of month	Pendency of Appeals (in days)	
				Total No.	Disposed off in less than 30 days	Disposed off in 30- 60 days		Pending 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 1 st day of month	Applications Received during the month	Applications 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)	
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	Pendency Brought Forward as on 1 st day of month	Appellate /Revision orders Received during the month	Disposal of 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 assessee 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	3944	4183	3455	331	4341	4018	323

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(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	51	12	13	6	44	16	28

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

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(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 1 st day of month	Applications Received during the month	Applications 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)	
17.	Complaints outside of domain of TCC and transferring of the same to the concerned officer/Authority/Department			=<15 days	>15 days		=< 15 days	>15 days
	TOTAL	0	6	6	0	0	0	0

