S. No	Service Category	Refunds determin ed &Brough t Forward as on 1st day of month	Refund determin ed & Received during the month	Refunds during the which pendin	month were	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	22,95,789	16,92,129	9,52,898	33,792	30,01,228	7,65,898	22,35,330

^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	420	1506	1327	102	497	277	220	

S. No	Service Category	Dakpend ingackno wledgem ents on 1 st 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) n days)
(1)	(2)	(3)	(4)	(5)		(6)		(7)
	Acknowledgeme			=<7	>7		=<7 days	>7 days
	nt of			days	days			
3.	communications							
ا ٥.	received through							
	electronic media							
	or by hand.							
	TOTAL	2310	44962	37657	7460	2155	1426	729

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 ch were ling for	Pendency Carried Forward as on last day of month	Pendency of applications 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
	TOTAL	606	74	58	6	616	372	244

S. No	Service Category	Penden cy Brought Forward as on 1st day of month	Applicati ons Received during the month	Applic S Dispe durin mor which pendin	osed g the nth were	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	139	86	25	0	200	188	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	- <u>-</u>		Pendency Carried Forward as on last day of month		column (6) (in 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	42	6	3	0	45	25	20	

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durir 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 application for registration of charitable or religious trust or institution (Category-2)			=<180 days	>180 days		=<180 days	>180 days
TOTAL	6415	5490	813	0	11092	11092	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	Applications Pendency		Pendency of a	pplications out of	
No	Category	Brought	ns	Dispo	sed	Carried	colu	ımn (6)
		Forward as	Received	durin	g the	Forward	(in	days)
		on 1st day	during	_	month 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)							
	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	5383	4019	537	0	8865	8865	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 durin month were p	cations cosed ng the n which cending or	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	8545	4883	5831	914	6683	5112	1571

. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applicatio ns Received during the month	Disp durin mo which	Application s Car 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	612	47	39	41	579	273	306

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 o	f Grievances	
				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	22032	10766	13706	*	*	19092	7628	11464
	any other means	1454	912	1025	755	241	1341	209	1132
	CPGRA Ms*	14321	4592	6200	1700	4500	12713	3741	8972

^{*} 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		als Dispo		Appeals Carried Forward as on last day of month	Pendency of Appeals (in days)	
	day nth of mont h	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	1932	510	398	142	69	2044	348	1696

S. No	Service Type	Pendency Brought Forward as on 1st day of month	Applicati ons 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	17599	8971	8765	812	16993	15287	1706

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)
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		=<90 days	>90 days
	TOTAL	3888	3605	2988	317	4188	3752	436

S. No	Service Category	Pendenc y 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	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	32	29	10	0	51	20	31

S. No	Service Category	Pendency Brought Forward as on 1st day of month	ns	durin mo: wh we pend	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	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	23	28	0	3	0	3

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	Pendency of applications, out 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	47	333	351	4	25	25	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 transferrin g of the same to the concerned officer/Aut hority/Dep artment			=<15 days	>15 days		=< 15 days	>15 days
	TOTAL	0	6	6	0	0	0	0