S.	Service	Refunds	Refund	Refunds	issued	Refunds to	Pendency o	f Issue of Refunds	
No	Category	determin	determin	during the month		be issued	out of	column (6)	
		ed	ed &	which were		carried	(in days)		
		&Brough	Received	pending for		Forward as			
		t	during the			on last day			
		Forward	month			of month			
		as on 1st							
		day of							
		month							
(1)	(2)	(3)	(4)	(5)		(6)		(7)	
	Issue of			=<90	>90		=<90 days	>90 days	
	refund along			days	days				
1.	with interest								
	u/s 143(1) of								
	the I.T. Act^								
	TOTAL	24,26,027	26,002	42,862	83,573	23,25,594	66,917	22,58,677	

^Data as per DIT (CPC).

S.	Service	Refunds	Refund	Refunds issued	during	Refunds	Penden	cy of Issue
No	Category	determi	determined &	the month whic	h were	to be	of Refu	nds out of
		ned &h	Received	pending fo	or	issued	colu	mn (6)
		Brought	during the			carried	(in	days)
		Forward	month			Forward		
		as on 1st				as on		
		day of				last day		
		month				of month		
(1)	(2)	(3)	(4)	(5)		(6)		(7)
	Issue of			=<30 days	>30		=<30	>30 days
	refund				days		days	
	including							
2.	interest from							
	proceedings							
	other than							
	section 143(1)							
	of the I.T. Act							
	TOTAL	335	1145200607	114,52,00460	90	392	210	182

S. No	Service Category	Dak pending acknowl edgemen ts 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 Igements 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							
٥.	received through							
	electronic media							
	or by hand.							
	TOTAL	3279	58879	48866	10066	3226	2135	1091

S. No	Service Category	Pendenc y Brought Forward as on 1 st day of month	Application s Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month		cy 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
	TOTAL	807	76	38	32	813	474	339

S. No	Service Category	Penden cy Brought Forward as on 1st day of month	Applicati ons Received during the month	Disp durin mo which	cations osed ng the nth n were ng for	Pendency Carried Forward as on last day of month		of applications 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	>90d ays		=<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	99	60	44	0	115	115	0

Decision on			=<30	>30		=<30 days	>30days
application for			days	days			
grant of							
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	Applicatio ns 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)
	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	34	8	1	0	41	29	12

S. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applicatio ns Received during the month	Applications Disposed Carried during the month pending for 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	2	0	2	0	0	0	0

Decision on application for registration of charitable or religious trust or institution			=<180 days	>180 days		=<180 days	>180 days
(Category-2) TOTAL	6383	2423	2976	0	5830	5830	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	Applica		Pendency		pplications out of
No	Category	Brought	ns	Dispo		Carried		mn (6)
		Forward as on 1st day	Received	during mor		Forward as on last	(in	days)
		of month	during the	which		day of		
		or month	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
О.	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	4021	1845	1337	0	4529	4529	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 1 st 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 out of column (6) (in days)	
(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	5662	7257	7232	231	5456	5271	185

. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applicatio ns Received during the month	Application s Carried Disposed Forward as on 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
	TOTAL	617	55	22	24	626	258	368

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	Grievances Disposed off 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* Other Taxpaye r Grievanc es received by dak or by e- mail or any other means	39697 2599	27111	1884	1270	599	2315	16387 826	34185 1489
	CPGRA Ms*	12417	5244	5424	2350	3074	12237	3856	8381

^{*} 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.

S. No 11 (b)	Appeal Type	Appeals Brough t Forwar	Appea ls Recei ved durin		als Dispose ig the mont		Appeals Carried Forward as on last day of		ency of eals lays)
		d as on 1 st day of month	g the mont h	Tot al No.	Disposed off in less than 30 days	30- 60 days	month	Pending for less than 30 days	Pending for more than 30 days
	TOTAL	2209	645	958	370	215	1896	484	1042

S. No	Service Type	Pendency Brought Forward as on 1 st day of month	Applicati ons Received during the month	Disposed Carried during the Forward month as on last which were day of pending for month		Forward as on last day of	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	18845	8140	7137	563	19285	17199	2086

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	4102	2575	2339	124	4214	3671	543

S.	Service	Pendenc	Applicatio	Application		Pendency	Pendency of applications out	
No	Category	y	ns	s		Carried	of column (6)	
		Brought	Received	Disp	osed	Forward as	(in c	lays)
		Forward	during	durin	g the	on last day		
		as on 1st	the	mo	nth	of month		
		day of	month	which were				
		month		pendi				
(1)	(2)	(3)	(4)	(5	5)	(6)	(7)
	Decision on application			=<30 days	>30 days		=<30 days	>30 days
14.	seeking extension of							
11.	time for tax payment or for							
	grant of instalment.							
	TOTAL	68	42	19	3	88	10	78

S. No	Service Category	Pendency Brought Forward as on 1 st day of month	ns Received	wh we pen	sed	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			=<7 days	>7 days		=<7 days	>7 days
	the I.T. Act							
	TOTAL	6	6	6	1	5	0	5

S.	Service	Pendency	Applicatio	Applic	cations	Pendency	Pendency of applications, out of	
No	Category	Brought	ns	Disp	osed	Carried	column (6)	
		Forward as	Received	durii	ng the	Forward	(in	days)
		on 1st day	during	mo	nth	as on last		
		of month	the	which	ı were	day of		
			month	pending for		month		
(1)	(2)	(3)	(4)	(5)		(6)		(7)
	Decision on			=<60	>60		=< 60 days	>60days
	application			days	days			
16.	for transfer							
10.	of case from							
	one charge							
	to another							
	TOTAL	93	837	885	2	43	36	7

S. No	Service Category (2)	Pendency Brought Forward as on 1 st day of month (3)	Applications Received during the month	Applications Disposed during the month which were pending for (5)		Pendency Carried Forward as on last day of month	Pendency of applications, 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	(6)		=<15 days	>15 days	(6)	=< 15 days	>15 days
	TOTAL	0	3	3	0	0	0	0