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	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	Pendency	of Issue of
No	Category	determi	determined &	the month whic	h were	to be	Refund	ls out of
		ned &h	Received	pending fo	r	issued	colu	mn (6)
		Brought	during the			carried	(in	days)
		Forward	month			Forward		
		as on 1st				as on		
		day of				last day of month	(in days) (7) =<30	
		month						
(1)	(2)	(3)	(4)	(5)		(6)		7)
	Issue of refund			=<30 days	>30		=<30	>30 days
	including				days		days	
	interest from							
2.	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	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							
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 1st day of month	Application s Received during the month	Dis duri mo 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
	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 pendi	ations osed ig the nth a were ng for	Pendency Carried Forward as on last day of month	-	of applications ut of column (6)
(-)	Decision on	(3)	(-)	=<90	>90d	(5)	=<90 days	>90 days
	application for						- \90 uays	- Jo days
	grant of exemption			days	ays			
	to institutions							
	(University,							
5.	School, Hospital							
	etc.) u/s 10 (23C)							
	of the IT Act.(For							
	those having							
	existing approval)							
	, ,	0	0	0	0	0	0	0
	TOTAL	•	•		,	,	•	
	Decision on			=<180	>180		=<180	>180 days
	application for grant			days	days		days	
	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)							
	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	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)
6.	Decision on application for approval to a fund under section 10(23AAA) of the I.T. Act			=<90 days			=<90 days	>90 days
	TOTAL	34	8	1	0	41	29	12

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo pendi	eations cosed ig the inth 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)
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			=<180	>180		=<180 days	>180 days
application for			days	days			
registration of			J	J			
charitable or							
religious trust							
or institution							
(Category-2)							
TOTAL	6383	2423	2976	0	5830	5830	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 1 st day of month	Applicatio ns 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	>90	(6)		(7)
	Decision on			=<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
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	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)				
net.(category 3)				

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	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	5662	7257	7232	231	5456	5271	185

. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo which pendi	cation s cosed ng the onth h 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)
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			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 any other	1124 2599	1059 1600	700	363 1270	336 599	1483 2315	526 826	957
	means CPGRA Ms*	5613	6081	5105	3182	962	6589	2501	4088

^{*} 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.

 $[\]star\star$ 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 d as on 1st day of month	Appea ls Recei ved durin g the mont h		als Dispose		Appeals Carried Forward as on last day of month	App (in d	ncy of eals lays)
				Tot al No.	Disposed off in less than 30 days	_		Pending for less than 30 days	Pending for more than 30 days
	TOTAL	955	647	621	368	104	981	261	720

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	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)
	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	4102	2575	2339	124	4214	3671	543

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 (5)		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	68	42	19	3	88	10	78

S. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applicatio ns Received during the month	durin mo: wh we pend	osed	Pendency Carried Forward as on last day of month	colu	pplications out of nmn (6) days)
(1)	(2)	(3)	(4)	(5	5)	(6)	(7)	
	Issue of Tax			=<7	>7		=<7 days	>7 days
	Clearance			days	days			
15.	Certificate			'	,			
	u/s 230 of							
	the I.T. Act							
	TOTAL	6	6	6	1	5	0	5

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo which	Applications Disposed during the month which were pending for		colu	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	93	837	885	2	43	36	7	

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applications Received during the month (4)	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	(3)	(**)	=<15 days	>15 days	(6)	=< 15 days	>15 days
	TOTAL	0	3	3	0	0	0	0