S. No	Service Category	Refunds determine d &Brought Forward as on 1st day of month	Refund determin ed & Received during the month		the month which were pending for		Refun colu	y of Issue of ids out of umn (6) i days)
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
	Issue of			=<90 days	>90 days		=<90	>90 days
	refund						days	
1.	along with							
1.	interest u/s							
	143(1) of							
	the I.T. Act^							
	TOTAL	28,74,490	94,115	3,53,762	1,01,533	25,13,310	86,127	24,27,183

^Data as per DIT (CPC).

S.	Service	Refunds	Refund	Refunds		Refunds to be		Issue of Refunds
No	Category	determi ned &h Brought Forward as on 1st day of month	determin ed & Received during the month	month	during the month which were pending for		out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5	)	month (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	623	2255	1784	96	998	791	207

S. No	Service Category	Dakpend ingackno wledgem ents on 1st day of month	Dak Received during the month	during the month which were pending for		Pending acknowled gements Carried Forward as on last day of month	acknowled co	cy of issue of Igements out of Iumn (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.							

S. No	TOTAL Service Category	2955  Pendenc y Brought Forward as on 1st day of month	59107  Applications  Received during the month	Dis d duri ne m whice	6501 ications sposed ing the onth ch were ding for	Pendency Carried Forward as on last day of month	1	1027 of applications out f 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	573	77	47	23	580	262	318

S. No		Pende ncy Broug ht Forwa rd as on 1st day of month	Applicati ons Received during the month	Applic S Dispedurin mon which pendin	osed g the nth were ng for	Pendency Carried Forward as on last day of month	_	of applications ut of column (6)
(1)	(2)	(3)	(4)	(5	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	6	6	0	0	0	0

Decision on			=<180	>18		=<180	>180 days
application for grant of			days	0		days	
exemption to				day			
institutions				s			
(University, School,				Ö			
Hospital etc.) u/s 10							
(23C) of the IT Act.(For							
those having							
provisional approval							
or where approval is							
about to expire)							
approval)							
TOTAL	47	3	23	0	27	11	16
Decision on			=<30	>30		=<30 days	>30days
application for			days	day			
grant of exemption				s			
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 <sup>st</sup> 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	3	3	1	33	8	25

S.	Service	Pendency	Applicatio	Applications	Pendency	Pendency of applications out of
No	Category	Brought	ns	Disposed	Carried	column (6)
		Forward as	Received	during the	Forward	(in days)
		on 1st day	during	month	as on last	
		of month	the	pending for	day of	
			month		month	
(1)	(2)	(3)	(4)	(5)	(6)	(7)

	Decision on			=<90	>90		=<90 days	>90 days
	application for			days	days		-	
	registration of							
	charitable or							
	religious trust							
	or institution							
	(Category-1)							
	TOTAL	1	0	0	0	1	0	1
	Decision on			=<180	>180		=<180 days	>180 days
	application for			days	days			
	registration of							
7.	charitable or							
	religious trust							
	or institution							
	(Category-2)				_			_
	TOTAL	5833	3174	1187	0	7820	7820	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	5 7	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Applica Dispo during mon which pendir	osed g the ith were ig for	Pendency Carried Forward as on last day of month	colu (in	oplications out of amn (6) days)
(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			=<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	4045	2379	658	0	5766	5766	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	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)
	Decision on			=<30	>30		=< 30 days	>30 days
	application for			days	days			
	no deduction							
9.	of tax or							
	deduction of							
	tax at lower							
	rate							
	TOTAL	1853	12674	9706	104	4717	4641	76

. No	Service Category	Pendency 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)	(6)	(7)

10.	Decision of application for approva of Hospital in respect of medical treatment of prescribed diseases	n al s of			=<90 days	>90 days			=<90 days	>90 days
	TOTAL	6	95	97	35	33	•	724	373	351
S. N 11 (a)	o Grievan ce Type	Grieva nces Broug ht Forwa rd as on 1st day of mont h	Grievan ces  Receive d during the month	Grievar during				Grievan ces  Carried Forwar d as on last day of month	Pendency (in days)	of Grievance
				Total No.	Dispessed off in less than 30 days	ı d	Dispose I off in IO- 60 Iays		Equal or Less than 30 days	More than 30 days
	E-Nivaran* Other Taxpayer Grievance s received by dak or by e-mail or any other means	14069	141554	33817	*		*	121806**	8630	113176
		1082	820	893	65	55	203	1009	203	806

CPGRA Ms*	10432	5596	5385	2959	2426	10643	3415	7228

<sup>\*</sup> 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.

<sup>\*\*\*</sup> 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 Appeal App Type s eals Rec Broug ht d Forw d ard ng as on 1st mo			als Dispo		Appeals Carried Forward as on last day of month	Pendency of Appeals (in days)		
		day of mont h	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	2977	891	468	131	84	3400	778	2622

<sup>\*\*</sup> 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.

S. No	Service Type	Pendency Brought Forward as on 1st day of month	Applicati ons Received during the month	Applica Dispo during month were pe	osed g the which ending	Pendency Carried Forward as on last day of month	Pendency of applications or 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	23398	9374	8893	863	23016	20892	2048

S. No	Service Category	Penden cy Brought Forward as on 1st day of month	Appellate /Revisio n 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)
	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	11297	6096	5140	779	11474	9522	1952

S. No	Service Category	Pendenc y Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo: which	osed g the nth	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)
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	72	19	15	21	55	24	31

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	durin mo wh we pen	tions osed og the oth ich ere ding	Pendency Carried Forward as on last day of month	colu	oplications out of mn (6) 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	4	43	15	30	2	2	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, our 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	42	298	283	0	57	57	0

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S. No	Service Category (2)	Pendency Brought Forward as on 1st 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)	
	Complaints outside of domain of TCC and transferrin			=<15 days	>15 days		=< 15 days	>15 days
17.	g of the same to the concerned officer/Aut hority/Dep artment							
	TOTAL	2	0	0	0	2	0	2