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	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	23,08,512	73,742	63,345	23,120	22,95,789	30,427	22,65,362

^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	out of	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	373	1384	1197	140	420	226	194	

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	2405	45863	38646	7312	2310	1390	920

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 h were ling for	Pendency Carried Forward as on last day of month	Pendency of applications o 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	>90 days
	TOTAL	736	79	171	38	606	354	252

S. No	Service Category	Penden cy Brought Forward as on 1st day of month	Applicati ons Received during the month	Application S Disposition during monormal which pending series are series as a series are series ar	osed g the nth were ng for	Pendency Carried Forward as on last day of month		of applications ut of column (6)
(1)		(3)	(4)	(5		(6)		(7)
	Decision on			=<90	>90		=<90 days	>90 days
	application for			days	days			
	grant of exemption							
	to institutions							
5.	(University,							
"	School, Hospital							
	etc.) u/s 10 (23C)							
	of the IT Act.(For							
	those having							
	existing approval)							
	TOTAL	0	0	0	0	0	0	0
	Decision on			=<180	>18		=<180	>180 days
	application for grant			days	0		days	
	of exemption to				day			
	institutions				s			
	(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	133	20	14	0	139	139	0

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 <sup>st</sup> 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		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	days		=<90 days	·	
	TOTAL	42	4	4	0	42	14	28	

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	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	0	0	0	0	0	0	0

Decision on			=<180	>180		=<180 days	>180 days
application for			days	days			
registration of							
charitable or							
religious trust							
or institution							
(Category-2)							
TOTAL	5530	1640	755	0	6415	6415	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.	Service	Pendency	Applicatio	plicatio Applications P		Pendency	Pendency of a	oplications out of
No	Category	Brought	ns	Dispo		Carried	_	mn (6)
		Forward as	Received	during	g the	Forward	(in	days)
		on 1st day	during	mor	ıth	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	4551	1355	523	0	5383	5383	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 during month were p	cations cosed ng the n which cending	Pendency Carried Forward as on last day of month	of colu	pplications out umn (6) 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	8747	8337	7546	993	8545	7083	1462

. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo which	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	620	40	27	21	612	271	341

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 means	41254 1913	8749 938	27971	1073	273	22032 1454	288	15354
	CPGRA Ms*	14144	5339	5178	2267	2911	14305	4139	10166

<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.

 $<sup>^{**}</sup>$  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.

<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 Type	Appeal s Broug ht Forw ard as on	eals Rec eive d duri ng the		als Disp	osed off onth	Appeals Carried Forward as on last day of month	Pendency of Appeals  (in days)	
	day nth of mont	_	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	1912	639	619	215	108	1932	420	1512

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	19255	7963	8948	667	17603	15525	2078

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)
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	4279	2389	2556	224	3888	3581	307

S. No	Service Category	Pendenc y Brought Forward as on 1st day of month	Applicatio ns Received during the month	s Carried Disposed Forward as during the on last day month of month which were pending for		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	34	15	6	11	32	10	22	

S. No	Service Category	Pendency Brought Forward as on 1st day of month	ns	durin mo wh we pen	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)	(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	15	12	3	8	2	6

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 inth 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	33	382	353	15	47	47	0

S. 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	1	(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	3	3	0	0	0	0