

S. No	Service Category	Refunds determined & Brought Forward as on 1 st day of month	Refund determined & 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 determined & Brought Forward as on 1 st day of month	Refund determined & 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)	
2.	Issue of refund including interest from proceedings other than section 143(1) of the I.T. Act			=<30 days	>30 days		=<30 days	>30 days
	TOTAL	373	1384	1197	140	420	226	194

S. No	Service Category	Dak pending acknowledgements on 1 st day of month	Dak Received during the month	Dak acknowledged during the month which were pending for		Pending acknowledgements Carried Forward as on last day of month	Pendency of issue of acknowledgements out of column (6) (in days)	
(1)	(2)	(3)	(4)	(5)		(6)	(7)	
3.	Acknowledgement of communications received through electronic media or by hand.			=<7 days	>7 days		=<7 days	>7 days
	TOTAL	2405	45863	38646	7312	2310	1390	920

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)	
4.	Decision on application for recognition/approval to provident fund/superannuation fund/gratuity fund			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	736	79	171	38	606	354	252

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 (in days) 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	>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	>180 days		=<180 days	>180 days
	TOTAL	133	20	14	0	139	139	0

	Decision on application for grant of exemption to institutions (University, School, Hospital etc.) u/s 10 (23C) of the IT Act.(For any other case)			=<30 days	>30 days		=<30 days	>30days
	TOTAL	0	0	0	0	0	0	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)	
6.	Decision on application for approval to a fund under section 10(23AAA) of the I.T. Act			=<90 days	>90 days		=<90 days	>90 days
	TOTAL	42	4	4	0	42	14	28

S. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applications Received during the month	Applications Disposed during the month 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)	
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	5530	1640	755	0	6415	6415	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. 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)		(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 application for grant of approval to institution or fund under section 80G (5) (vi) of the I.T. Act.(Category 2)			=<180 days	>180 days		=<180 days	>180 days
	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 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)	
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 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)	
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	620	40	27	21	612	271	341

S. No 11 (a)	Grievance Type	Grievances Brought Forward as on 1st day of month	Grievances Received during the month	Grievances Disposed off during the month			Grievances Carried Forward as on last day of month	Pendency of Grievances (in days)	
				Total No.	Disposed off in less than 30 days	Disposed off in 30-60 days		Equal or Less than 30 days	More than 30 days
	E-Nivaran*	41254	8749	27971	*	*	22032	6678	15354
	Other Taxpayer Grievances received by dak or by e-mail or any other means	1913	938	1397	1073	273	1454	288	1166
	CPGRAMs*	14144	5339	5178	2267	2911	14305	4139	10166

* 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 Brought Forward as on 1 st day of month	Appeals Received during the month	Appeals Disposed off during the month			Appeals Carried Forward as on last day of month	Pendency of Appeals (in days)	
				Total No.	Disposed off in less than 30 days	Disposed off in 30- 60 days		Pending 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 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)	
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	Pendency Brought Forward as on 1 st day of month	Appellate /Revision 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 assessee 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	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)	
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 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)	
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 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)	
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 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 transferring of the same to the concerned officer/Authority/Department			=<15 days	>15 days		=< 15 days	>15 days
	TOTAL	0	3	3	0	0	0	0