S. No	Service Category	Refunds determin ed &Brough t Forward as on 1st day of month	Refund determine d & 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)	
	Issue of			=<90 days	>90 days		=<90 days	>90 days
	refund							
	along with							
1.	interest							
	u/s 143(1)							
	of the I.T.							
	Act^							
	TOTAL	35,86,024	25,40,929	28,71,304	1,01,652	31,53,997	10,61,942	20,92,055

^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	Issue of Refunds column (6) days) (7) >30 days	
(1)	(2)	(3)	(4)	(5	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	507	1414	1246	117	558	383	175	

S. No	Service Category	Dakpend ingackno wledgem ents 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	acknowle	ncy of issue of dgements out of olumn (6) in 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	1976 Pendenc y Brought Forward as on 1st day of month	43276 Applications S Received during the month	Dis dur e m whice	5608 ications sposed ing the onth ch were ding for	Pendency Carried Forward as on last day of month	-	490 v 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			days	·		=<90 days	>90 days
	TOTAL	564	29	14	8	571	338	233

S. No	Service Category	Penden cy Brought Forward as on 1st day of month	Applicati ons Received during the month	s Carr Disposed during the month of 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) Decision on	(3)	(4)	=<90	>90	(6)	=<90 days	(7) >90 days
	application for			days	days		-<90 days	>90 days
	grant of exemption			uays	uays			
	to institutions							
_	(University,							
5.	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)							
	αρρισναι							1

TOTAL	182	0	35	0	147	147	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	1	0	0	1	1	0

S. No	Service Category	Pendency Brought Forward as on 1 st day of month	Applicatio ns Received during the month			Pendency Carried Forward as on last day of month	colu	of applications out of column (6) (in days) (7) >90 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	40	4	1	0	43	27	16	

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin 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.	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	10035	809	1008	0	9836	9836	0
Decision on			=<30	>30		=<30 days	>30 days
application for			days	days		00	
registration of			aays	aayo			
charitable or							
religious trust							
or institution							
(Category-3)							
TOTAL	0	0	0	0	0	0	0

S.	Service	Pendency	Applicatio	Applica	ations	Pendency	Pendency of a	plications out of
No	Category	Brought	ns	Dispo	sed	Carried	colu	mn (6)
		Forward as	Received	durin	g the	Forward	(in	days)
		on 1st day	during	mor	-	as on last		
		of month	the	which		da y 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)							
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	7445	505	901	0	7049	7049	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)
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	2923	3553	3886	149	2441	2241	200

. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo which	Application s Disposed during the month which were pending for Pendency Carried Forward as on last day of month wonth		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	161	140	13	625	343	282

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 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*	26892	25287	27267	*	*	24912**	6697	18215
	Other Taxpaye r Grievanc es received by dak or by e- mail or any other means	1371	770	824	673	135	1315	267	1048
	CPGRA								
	Ms*	9757	4875	4893	2500	2393	9739	2608	7131

^{*} 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	Appeal s Broug ht Forw ard as on 1st	eals Rec eive d duri ng the		als Dispo		Appeals Carried Forward as on last day of month	Pendency of Appeals (in days)	
		day of mont h	mo 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	2728	581	736	196	138	2573	335	2238

S. No	Service Type	Pendency Brought Forward as on 1st day of month	Applicati ons Received during the month	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	18729	15875	9129	1098	24377	19008	5369

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			=<90 days	>90 days		=<90 days	>90 days
	opportunity of being heard is provided and no extension is granted by PCIT.	6133	6669	4443	400	7959	6188	1771

S. No	Service Category	Pendenc y Brought Forward as on 1st day of month	Applicatio ns Received during the month	Disp durin mo which	cation s osed g the nth n were ng for	Pendency Carried Forward as on last day of month	Pendency of applications ou of column (6) (in days)	
(1)	Decision on	(3)	(4)	=<30 days	>30 days	(6)	=<30 days	7) >30 days
14.	application seeking extension of time for tax payment or for grant of instalment.			,	,			
	TOTAL	47	59	26	5	75	31	44

S. No	Service Category	Pendency Brought Forward as on 1st day of month	Applicatio ns Received during the month	durin mo: wh we pend	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	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	1	26	10	15	2	1	1

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, 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	28	310	292	2	44	44	0

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 (6)	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	.,		=<15 days	>15 days		=< 15 days	>15 days
	TOTAL	2	0	0	0	2	0	2

*Note: - Field formatting has reported rectification and OGE data after reconciliation resulting in change of brought forward figure with last month figure.