

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	28,86,057	11,68,321	11,82,620	41,150	28,30,608	6,60,013	21,70,595

[^]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	322	548	416	125	329	196	133

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	2316	49771	40517	9097	2473	1725	748

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	748	191	45	34	860	334	526

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	105	22	16	0	111	111	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	38	1	4	5	30	22	8

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	2	0	0	0	2	2	0
	Decision on application for registration of charitable or religious trust or institution			=<180 days	>180 days		=<180 days	>180 days

	(Category-2)							
	TOTAL	5887	816	600	2	6101	6055	46
	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	3077	545	316	1	3305	3283	22

	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	1882	6550	6341	126	1965	1846	119

. 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	572	57	13	25	591	213	378

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*	31760	32808	37414	***	***	27154	8822	18332
	Other Taxpayer Grievances received by dak or by e-mail or any other means	3135	6302	5706	4324	830	3731	1611	2115
	CPGRAMs*	10682	6037	5931	3300	2631	10786	4035	6751

* 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	2095	1082	975	674	158	2202	765	1437

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	17297	10556	9198	820	17835	15746	2089

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	3376	2754	2380	185	3565	3246	319

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	33	20	17	6	30	9	21

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	2	1	1	0	2	0	2

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	140	343	312	0	171	163	8

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