S. No	Service Category	Refunds determine d &Brought Forward as on 1 <sup>st</sup> day of month	Refund determin ed & Received during the month	the month	Refunds issued during the month which were pending for		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	25,13,310	23,131	52,064	1,67,145	23,17,232	16,947	23,00,285

^Data as per DIT (CPC).

Note:- The Reasons for pendency more than 90 days are attributable to lack of response from assesse and technical reasons.

S. No	Service Category	Refunds determi ned &h Brought Forward as on 1 <sup>st</sup> day of month	Refund determin ed & Received during the month	month	during the month which were pending for		out of	Issue of Refunds column (6) n 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	962	1721	1527	100	1056	748	308

\* In CCIT -4 Mumbai, after verification it is noticed that, in previous month report, the C/f figure was given 36 but no such refunds are pending hence, b/f for this month is taken as 0.

S. No	Service Category	Dakpend ingackno wledgem ents on 1 <sup>st</sup> day of month	Dak Received during the month			Pending acknowled gements Carried Forward as on last day of month	acknowled co	cy of issue of igements out of lumn (6) n 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

S. No	TOTAL Service Category	2925 Pendenc y Brought Forward as on 1 <sup>st</sup> day of month	47445 Applicatio s Received during the month	Dis duri e m whic	6736 cations posed ng the onth h were ling for	2213 Pendency Carried Forward as on last day of month	-	604 y 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	>90 days
	TOTAL	580	67	29	11	607	290	317

S. No	Service Category	Pende ncy Broug ht Forwa rd as on 1 <sup>st</sup> day of month	Applicati ons Received during the month	Applic s Disp durin mor which pendir	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			5	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	27	2	0	0	29	13	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)							
Last							
TOTAL	0	2	0	0	2	2	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		ns ng be during the month which were pending for		Carried Forward as	col	applications out of lumn (6) n days)
(1)	(2)	(3)	(4)	(5	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	>90 days		
	TOTAL	33	0	1	2	30	7	23		

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 1 <sup>st</sup> 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			5	5			
	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				5			
7.	charitable or							
	religious trust							
	or institution							
	(Category-2)							
	TOTAL	7820	1433	816	0	8437	8437	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		Pendency Brought Forward as on 1 <sup>st</sup> day of month	Applicatio ns Received during the month	Applications Disposed during the month which were pending for		Pendency Carried Forward as on last day of month	col	upplications out of umn (6) 1 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	5766	914	530	0	6150	6150	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	(2)	Pendency Brought Forward as on 1 <sup>st</sup> day of month	ions Disp Receive durin d during month the were p month fo		cations oosed ng the n which oending or	Pendency Carried Forward as on last day of month	of colu	pplications out 1mn (6) lays)
(1)	(2)	(3)	(4)	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
1	TOTAL	4717	11253	9072	318	6580	5698	882

. No	Service Category	Pendency Brought Forward as on 1 <sup>st</sup> 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 or application for approva of Hospital in respect or medical treatment or prescribed diseases	n al s of of				>90 days			=<90 days	>90 days
	TOTAL	7	24	76	23	39	:	738	394	344
S. N 11 (a)	ce Type nces Broug R ht d Forwa d rd as th		Grievan ces Receive d during the month	Grievances Disposed off during the month				Grievan ces Carried Forwar d as on last day of month	Pendency (in days)	of Grievance
				Total No.	Dispo sed off in less than 30 days	d 1 3 d	Dispose off in O- 60 ays		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	121806	3322	21629	*		*	103499**	10254	93245
		1009	773	636	50	)2	117	1139	290	849

CPGRA								
Ms*	10643	5099	4977	2563	2414	10765	3505	7260

\* 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 CPGRAM' s	Appeals Brought Forward as on 1 <sup>st</sup> day of month	App eals Rec eive d duri ng the mon th	duri	Appeals Disposed off during the month To Dispose Dispose		Appeals Carried Forward as on last day of month	rried vard as (in days) ast day	
				tal No	d off in less than 30 days	d off in 30- 60 days		ing for less than 30 days	more than 30 days
	TOTAL	3400	573	238	102	35	3735	556	3179

S. No	Service Type	Pendency Brought Forward as on 1 <sup>st</sup> day of month	Applicati ons Received during the month	Applica Dispo during month were po fo	osed g the which ending	Pendency Carried Forward as on last day of month	Pendency of applications o of column (6) (in days)	
(1)	(2)	(3)	(4)	(5	5)	(6)	('	7)
12.	Decision on rectification application			=<180 days	>180 days		=<180 days	>180 days
	TOTAL	23013	15228	6953	1011	30274	27499	2775

S. No	Service Category	Penden cy Brought Forward as on 1 <sup>st</sup> 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	11475	4783	4123	539	11563	9071	2613

S. No	Service Category	Pendenc y Brought Forward as on 1 <sup>st</sup> day of month	Applicatio ns Received during the month		s osed g the nth were	Pendency Carried Forward as on last day of month	of colu	pplications out umn (6) lays)
(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	55	13	8	1	59	25	34

S. No	Service Category	Pendency Brought Forward as on 1 <sup>st</sup> day of month	Applicatio ns 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)
	Issue of Tax			=<7	>7		=<7 days	>7 days
	Clearance			days	days			
15.	Certificate							
	u/s 230 of							
	the I.T. Act							
	TOTAL	2	21	15	6	2	2	0

S. No	Service Category	Pendency Brought Forward as on 1 <sup>st</sup> day of month	Applicatio ns Received during the month	Disp durir mo whicl	cations oosed ng the onth n were ing for	Pendency Carried Forward as on last day of month	colu	oplications, out of Imn (6) 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	57	213	192	3	75	75	0

S. No (1)	Service Category (2)	Pendency Brought Forward as on 1 <sup>st</sup> day of month (3)	Applications Received during the month (4)	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) (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	2	1	1	2	0	0	0