#### Department of Veterans Affairs M21-1, Part I, Chapter 2

**Veterans Benefits Administration April 21, 2015**

**Washington, DC 20420**

#### Transmittal Sheet

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| Changes Included in This Revision | The table below describes the changes included in this revision of Veterans Benefits Manual M21-1, Part I, “Claimants Rights and Responsibilities,” Chapter 2, “Due Process”.***Notes***: * Minor editorial changes have also been made to
* update incorrect or obsolete references
* update the term “veteran” to “Veteran”
* update obsolete terminology, where appropriate
* renumber each topic based on the standard that the first topic in each section is Topic 1
* reassign alphabetical designations to individual blocks to account for new and/or deleted blocks within a topic
* update section and topic titles to more accurately reflect their content
* clarify block labels and/or block text, and
* bring the document into conformance with M21-1 standards.
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| Reason(s) for the Change | Citation |
| To add text clarifying when a notice of proposed adverse action must be sent, and to add a reference to the list located at the end of the section showing all M21-1 references related to due process. | Part I, Chapter 2, Section B, Topic 1, Block a (I.2.B.1.a) |
| To remove third party information (now located in I.2.A). | I.2.B.1.b  |
| To add a list of examples of cases for which benefits may possibly be reduced based on a rating action or an administrative decision and to remove the table of additional references. | I.2.B.1.c |
| To add a block for guidance about proposed incompentency ratings. | I.2.B.1.e |
| To add an additional stage 4 with reference about VA’s response to hearing requests, if applicable. | I.2.B.3.a |
| To remove procedures about undeliverable mail and sending notice to the agent cashier.  | I.2.B.3.b |
| To add information about hospital adjustments. | I.2.B.3.c |
| To reorganize the topic table and add more cross references. | I.2.B.4 |
| To delete old Topic 7 as it is duplicate information found in M21-4 Appendix B. | -- |

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| Rescissions | None |

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| Authority | By Direction of the Under Secretary for Benefits |

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| Signature | Thomas J. Murphy, DirectorCompensation Service |

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