#### Department of Veterans Affairs M21-1MR, Part III, Subpart iii

**Veterans Benefits Administration December 19, 2014**

**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 M21-1MR, Part III, “General Claims Process,” Subpart iii, “General Development and Dependency Issues."  ***Notes***:   * The term regional office (RO) also includes pension management center (PMC), where appropriate. * The term Veterans Service Center Manager (VSCM) also includes Pension Management Center Manager (PMCM), where appropriate. * Minor editorial changes have also been made to * update incorrect or obsolete hyperlink references * update the term “veteran” to “Veteran” * update obsolete terminology, where appropriate * repaginate a section or chapter * clarify block labels and/or block text, and * bring the documents into conformance with M21-1MR standards. |

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| Reason(s) for the Change | Citation |
| To update the form number to 27 for VA Form 27-0820, *Report of General Information.* | M21-1MR Part III, Subpart iii, Chapter 1, Section B, Topic 2, Block d (III.iii.1.B.2.d) |
| To add a new block containing a procedure for managing corrupted data on media/evidence submissions as discussed in the May 2014 Veterans Service Center Manager (VSCM) Conference Call. | III.iii.1.B.2.g |
| To change response periods for private medical evidence to 15 days, per July and August 2012 VSCM Conference Calls. | III.iii.1.B.3.c |
| To add a cross reference to M21-MR III.iv.2.B.5. | III.iii.1.B.7 |
| To add process for handling undeliverable mail. | III.iii.1.B.11.f |

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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, Director  Compensation Service |

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