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

**Veterans Benefits Administration February 6, 2012**

**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***:   * M21-1MR will retain some information related to the Benefits Delivery Network (BDN) until all master records are converted to Veterans Service Network (VETSNET).  For information on VETSNET applications and input, consult the [VETSNET User Guides](http://vbaw.vba.va.gov/bl/21/Systems/awards.htm) on the Compensation Service Intranet. * 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 * change the Section title and Topic headings to more accurately reflect their content * 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 | Page(s) |
| * Removed Personnel Information Exchange System (PIES) address codes, as they are irrelevant to a discussion of the fire at the National Personnel Records Center (NPRC) in 1973. * Reworded to ensure the description of the records destroyed in the fire at NPRC matches the description NPRC provides on its web page. | Part III, Subpart iii, Chapter 2, Section E, Topic 26, Block a (III.iii.2.E.26.a) | 2-E-2 |
| Consolidated (old) III.iii.2.E.26.d with this block. | III.iii.2.E.26.b | 2-E-3 |
| Added instructions to send a written request to the claimant if attempts to contact him/her by telephone were unsuccessful. | III.iii.2.E.26.c | 2-E-4 |

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| Changes Included in This Revision (continued) |

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| Reason(s) for the Change | Citation | Page(s) |
| Created a new block containing instructions from the table in (old) III.iii.2.E.26.c regarding the handling of negative replies from NPRC to PIES requests submitted under request code M05. | III.iii.2.E.26.d | 2-E-5 |
| * Removed “VA military files” as a type of evidence the Department of Veterans Affairs (VA) may use to supplement or as a substitute for service treatment records (STRs), as the meaning of this term is unclear. * Added a statement regarding the acceptability of photocopies of STRs. | III.iii.2.E.27.b | 2-E-6 |
| Combined topics III.iii.2.E.28 and 29 (to make room for a new topic on verifying service at Camp Lejeune). | III.iii.2.E.28 | 2-E-8 through 2-E-12 |
| Removed irrelevant and superfluous information. | III.iii.2.E.28.a | 2-E-8 |
| Created a new block that combines the contents of (old) III.iii.2.E.28.b, d, and e. | III.iii.2.E.28.b | 2-E-8 |
| * Removed unnecessary verbiage. * Provided a second instance when VA may rely on extracts from Army Surgeon General’s Office (SGO) records to decide a claim. | III.iii.2.E.28.c | 2-E-9 |
| * Combined the contents of (old) III.iii.2.E.28.h and g. * Removed “type of case” as a data element in extracts from SGO records dated 1944 and 1945, as its meaning is unclear. | III.iii.2.E.28.d | 2-E-9 |
| Provided an explanation for the date used in this block (May 18, 1990). | III.iii.2.E.28.e | 2-E-9 |
| * Used “hospitalized” and “hospitalization” in lieu of “treated” or “treatment” to remove the implication that extracts contain information of treatment *without* hospital admission. (The SGO records consist of hospital admission records only.) * Corrected dates to reflect the correct time period the extracts from SGO records cover (per the *PIES Participant Guide*). | III.iii.2.E.28.f | 2-E-10 |

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| Changes Included in This Revision (continued) |

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| Reason(s) for the Change | Citation | Page(s) |
| Changed “1946” to “1945” to be consistent with information in   * the *PIES Participant Guide* * III.iii.2.E.28.b, and * III.iii.2.E.29.d. | III.iii.2.E.28.h | 2-E-11 |
| Consolidated the content of (old) III.iii.2.E.29.d and e. | III.iii.2.E.28.i | 2-E-11 |
| Created a new block that   * discusses the potential uses of a dependents’ treatment records, and * incorporates the note under (old) III.iii.2.E.30.c | III.iii.2.E.29.a | 2-E-13 |
| Removed unnecessary verbiage. | III.iii.2.E.29.b | 2-E-13 |
| * Added an explanation about PIES address codes. * Consolidated the content of (old) III.iii.2.E.30.b and c. | III.iii.2.E.29.c | 2-E-13 |
| Consolidated (old) III.iii.2.E.31.b and c. | III.iii.2.E.30.b | 2-E-16 |
| Added examples of “standard sources” for service records. | III.iii.2.E.31.a | 2-E-17 |
| Removed the *Note* in this block as redundant. | III.iii.2.E.31.b | 2-E-18 |
| Added a new topic that incorporates the content of Training Letter 11-03. | III.iii.2.E.32 | 2-E-21 through 2-E-24 |
| Added instructions for obtaining proof of service in the Republic of Vietnam (RVN) through PIES. | III.iii.2.E.33.b | 2-E-26 |
| Added a new block containing instructions for requesting verification of a Veteran’s temporary duty in or visitation of the RVN during service. | III.iii.2.E.33.c | 2-E-26 |
| Added instructions for confirming service on board a ship that operated on the inland waterways of the RVN. | III.iii.2.E.33.d | 2-E-27 |
| Removed reference to “Insular Forces of the United States Navy,” as management at the Manila RO indicates there are no living Veterans or survivors of deceased Veterans with this type of service. | III.iii.2.E.34.a | 2-E-30 |
| Updated to reflect the procedure the Manila RO currently uses to obtain verification of an individual’s service in the Commonwealth Army of the Philippines or United States Armed Forces in the Far East (USAFFE) guerrillas. | III.iii.2.E.34.c | 2-E-31 |

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| Changes Included in This Revision (continued) |

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| Reason(s) for the Change | Citation | Page(s) |
| * Provided instructions for verifying the minimum active-duty service period for *any* VA benefit. * Added instructions for submitting a request for personnel records through the Defense Personnel Records Image Retrieval System (DPRIS). | III.iii.2.E.35.a | 2-E-32 |
| Added   * an explanation about service personnel records that are only available through DPRIS * instructions for requesting records through * PIES, using request code O38, and * DPRIS | III.iii.2.E.35.b | 2-E-33 |
| * Consolidated (old) III.iii.2.E.35.e and g. * Removed reference to “sick logs,” “sick reports,” and “organization, hospital, infirmary and other records,” as there is no indication in the *PIES Participant Guide* that NPRC will search these records upon receipt of a PIES request under request code O20. * Removed reference to post-traumatic stress disorder, stressor corroboration, and the Joint Services Records Research Center (JSRRC). The focus of this block is morning reports and how to obtain them, not the various ways ROs may use morning reports to decide claims. | III.iii.2.E.35.c | 2-E-34 |
| Deleted (old) III.iii.2.E.32.b, as its meaning and purpose is unclear. | --- | --- |
| Deleted (old) III.iii.2.E.35.a, as the instructions are outdated and incorrect. | --- | --- |
| Deleted (old) III.iii.2.E.35.b, as it duplicates the content of III.v.1.E.20, which is a more logical location for the information contained therein. | --- | --- |

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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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