**Department of Veterans Affairs** **Part I, Chapters 1, 4, 5**

**Veterans Benefits Administration June 18, 2013**

**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 I “Claimants’ Rights and Responsibilities,” Chapter 1, “Duty to Assist” Section B, “Handling Claims Under 38 U.S.C. 5103” and Section C, “ Requesting Records,” Chapter 4 “Conducting the Hearing” and Chapter 5, “Appeals,” Section A, “General Information on Appeals,” Section B, “Notice of Disagreement (NOD),” Section F, “Docketing, Certification, and Claims Folder Transfer,” and Section H “Board of Veterans Appeals (BVA) Hearings.”  ***Notes***:   * M21-1MR will retain some information related to the Benefits Delivery Network (BDN) until all master records are converted to 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 * clarify Block labels and/or Block text, * correct typographical errors, links * update a form prefix, and * bring the documents into conformance with M21-1MR standards. |

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| Reason(s) for the Change | Citation | Page(s) |
| * To reflect statutory changes allowing others to sign claims for incompetent, underage or physically incapacitated claimants. * To add a cross reference. | Part I, Chapter 1, Section B, Topic 3, Block a (I.1.B.3.a) | 1-B-2 |
| * To state that 15 days is now the period to allow for a response to an initial and a follow-up request for records from non-Federal sources. | I.1.C.6.d | 1-C-10 |
| * To remove references to specific response periods in the Note. These are redundant as they have been specified in prior Blocks. | I.1.C.6.g | 1-C-12 |
| * To correct an error regarding the time allowed for a response to a Supplemental Statement of the Case. * To remove an anomalous note. | I.5.A.1.b | 5-A-7 |
| * To remove a BVA contact name. | I.5.F.26.d | 5-F-5 |
| * To remove a BVA contact name. | I.5.F.29.c | 5-F-15 |
| * To update BVA points of contact. | I.5.F.32.a, b, c, and d | 5-F-28-30 |
| * To correct a statutory citation. | I.5.H.37.c | 5-H-4 |
| * To update office name and code. | I.5.H.38.k. | 5-H-10 |
| * To replace an outdated shipping contractor reference. * To update office name and code. | I.5.H.39.a | 5-H-11 |
| * To replace an outdated shipping contractor reference * To update office name and address. | I.5.H.39.c | 5-H-12 |
| * To update office name and code. | I.5.H.42.a | 5-H-18 |
| * To update office name and code. | I.5.H.43.a | 5-H-20 |

Transmittal Sheet, Continued

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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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