Records Management for RVSRs

Trainee Handout

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# Objectives

Upon completion of this instructor-led lesson and review of handout, trainees will be able to:

* Identify a record as Federal or non-Federal and understand the different development procedures for each category
* Distinguish where a Veteran’s service records are stored based on branch and period of service and how such records are requested
* Demonstrate proper documentation within the rating decision of evidence requested by VA but not received.

# 

# References

All M21-1 references are found in the [Live Manual Website](https://vaww.compensation.pension.km.va.gov/).

* [38 CFR 3.159(c), VA's duty to assist claimants in obtaining evidence](http://www.ecfr.gov/cgi-bin/text-idx?SID=ad275643432556b9dda942343fb89296&mc=true&node=pt38.1.3&rgn=div58#se38.1.3_1159)
* [M21-1, Part I, Chapter 1, Section C - Requesting Records](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014066%2FM21-1-Part-I-Chapter-1-Section-C-Requesting-Records)
* [M21-1, Part III, Subpart iii, Chapter 1, Rules and Process](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Ftopic%2F554400000003085%2FChapter-01-Rules-and-Process)
* [M21-1, Part III, Subpart iii, Chapter 2, Developing for Service Records](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Ftopic%2F554400000003086%2FChapter-02-Developing-for-Service-Records)
* [M21-1, Part III, Subpart iii, Chapter 3, Information Requests to and from the Social Security Administration (SSA)](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Ftopic%2F554400000003087%2FChapter-03-Information-Requests-to-and-from-the-Social-Security-Administration-SSA)
* [M21-1, Part III, Subpart iii, Chapter 4, Information Requests to or From Other Federal and State Agencies](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000015794%2FM21-1-Part-III-Subpart-iii-Chapter-4-Information-Requests-to-or-From-Other-Federal-and-State-Agencies)
* [M21-1, Part III, Subpart iv, Chapter 6, Section C, Evidence](https://vaww.compensation.pension.km.va.gov/system/templates/selfservice/va_ka/portal.html?encodedHash=%23!agent%2Fportal%2F554400000001034%2Farticle%2F554400000014206%2FM21-1-Part-III-Subpart-iv-Chapter-6-Section-C-Completing-the-Rating-Decision-Narrative)

# Attachment A: Service Records Locations Quick Reference Charts

**Storage locations for Service recordS**

|  |  |  |  |
| --- | --- | --- | --- |
| **Location** | **Environment** | **Types of records** | **Program to access** |
| National Personnel Records Center (NPRC) | Physical | Medical & Personnel | Personnel Information Exchange System (PIES)  *Most common PIES request = O50, which will yield medical and personnel files* |
| Records Management Center (RMC) | Physical | Medical | Request automatically made at CEST; Otherwise, email request |
| DPRIS | Virtual | Personnel | DPRIS |
| HAIMS | Virtual | Medical | VBMS (development chevron; Obtain STRs tab) |

**strs locations based on date of seperation (RAD)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Branch** | **NPRC** | **RMC** | **HAIMS** |
| Army | Discharged before 10/16/1992 | Discharged between 10/16/1992 – 12/31/2013 | Discharged on or after 01/01/2014 |
| Navy | Discharged before 01/31/1994 | Discharged between 01/31/1994 – 12/31/2013 | Discharged on or after 01/01/2014 |
| Air Force | Discharged before 05/01/1994 | Discharged between 05/01/1994 – 12/31/2013 | Discharged on or after 01/01/2014 |
| Marine Corps | Discharged before 05/01/1994 | Discharged between 05/01/1994 – 12/31/2013 | Discharged on or after 01/01/2014 |
| Coast Guard | Discharged before 05/01/1998 | Discharged between 05/01/1998 – 08/31/2014 | Discharged on or after 09/01/2014 |

**Personnel Record locations based on date of seperation (RAD)**

|  |  |  |
| --- | --- | --- |
| **Branch** | **NPRC** | **DPRIS** |
| Army | Discharged before 10/01/1994 | Discharged after 10/01/1994 |
| Navy | Discharged before 01/01/1995 | Discharged after 01/01/1995 |
| Air Force | Discharged before 10/01/2004 | Discharged after 10/01/2004 |
| Marine Corps | Discharged before 01/01/1999 | Discharged after 01/01/1999 |
| Coast Guard | All dates | - |

For individuals with National Guard or Reserve service, see M21-1 III.iii.2.B.3.b

# Attachment B: Sample Pies Request

