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| **PART III. Program Administration**  **Section C. Rights and Responsibilities Under Chapter 31** | |
| **CHAPTER 4. General Rules of Evidence** | |
| **Objectives:** | After completion of this training, a VR&E staff is expected to:  • Understand the requirements for obtaining evidence necessary to make determinations for entitlement to benefits and services.   * Know the routine procedures for a Veteran’s submission of evidence for processing his/her claims. * Know the requirements for reconsideration of claims and the right to appeal a decision. |
| **Contents:** | **Definition of Terms**  **Duplicate Claims**  **Routine Procedures When Evidence must be Requested from a Claimant**  a. Incomplete Claim  b. Period for Submission of Evidence  c. Extension of Controls  d. Returned Correspondence  e. Address Unknown  f. No Response for Request for Evidence  **Reconsideration of Claim Based on Receipt of New and Material Evidence**  **Claimant’s Right to Appeal a Decision Not to Reopen a Claim** |
| **Exercises:** | 1. Discuss the procedures for requesting evidence for a Veteran’s claim. 2. What is the requirement for requesting reconsideration of a claim? 3. When can a claimant appeal a decision not to reopen a claim? |
| **Rescission Information:** | Part III rescinds the following chapters of the M28, M28-1, and M28-2:  M28, Part IV, Subpart l, Chapter 4; Part III, Chapter 1, 2, 3, 4  M28-1, Part I, Chapters 6, 7, 8  M28-2, Part I, Chapters 1, 2, 3, 4, 5, 6; Part II, Chapter 2; Part IV, Chapters 1, 2, 3  The following VR&E Letter was also rescinded:  VR&E Letter 28-04-15 |