



DEPARTMENT OF VETERANS AFFAIRS
Veterans Benefits Administration
Washington, D.C. 20420

January 27, 2009

Director (00/21)
VA Regional Offices and Centers

In Reply Refer To: 216C
Fast Letter: 09-04

SUBJ: Authority to Sign Correspondence Prepared by National Call Centers (NCCs) and the IRIS Response Center (IRC)

Purpose

This letter provides signature authority for all National Call Center Managers (NCCMs) and the IRC Manager (IRCM) to sign all correspondence prepared and released under their jurisdiction.

Background

Veterans Service Center Managers (VSCMs) have the authority to release all correspondence prepared under their jurisdiction. Currently, all correspondence prepared by the NCCs and the IRC is also released under the signature of the VSCM of the co-located regional office. However, this scheme is problematic; VSCMs have no oversight or operational control of the NCCs or the IRC, which are not part of the VSC organizational structure. Instead, these centers function separately under the managerial control of the regional office director.

New Procedures for NCC and IRC Correspondence

The following procedures are effective immediately:

- Release all correspondence prepared by the NCCs and the IRC under the signature of the appropriate National Call Center Manager (NCCM) or the IRIS Response Center Manager (IRCM), or any person designated as Acting NCCM or IRCM.
- The signature block must contain the NCCM's or IRCM's name and title.
- The NCCM or IRCM may delegate authority to other NCC or IRC personnel to sign correspondence for release, as appropriate.

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Note: If there are compelling reasons to do so (e.g., personal threats against the NCCM, IRCM, or their family members), the regional office director may authorize signing NCC or IRC correspondence with the words "DEPARTMENT OF VETERANS AFFAIRS" (in all capital letters) instead of the NCCM's or IRCM's name.

Manual Change

This procedural change will be reflected in M21-1MR, Part II (Direct Services), Chapter 5, when published.

Questions

Questions about this fast letter should be e-mailed to Direct Services: VAVBAWAS/CO/DIRECTSVCS.

/S/
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Director
Compensation & Pension Service