with the more fully described grades of disabilities, that all cases will show all
the findings specified. Findings sufficiently characteristic to identify the
disease and the disability therefrom, and above all, coordination of rating
with impairment of function will, however, be expected in all instances.

§ 4.22 Rating of disabilities aggravated
by active service.

In cases involving aggravation by active service, the rating will reflect only
the degree of disability over and above the degree existing at the time of en-
trance into the active service, whether the particular condition was noted at
the time of entrance into the active service, or it is determined upon the
evidence of record to have existed at that time. It is necessary therefore, in
all cases of this character to deduct from the present degree of disability
the degree, if ascertainable, of the dis-
ability existing at the time of entrance
into active service, in terms of the rat-
ing schedule, except that if the dis-
ability is total (100 percent) no deduc-
tion will be made. The resulting dif-
ference will be recorded on the rating
sheet. If the degree of disability at the
time of entrance into the service is not
ascertainable in terms of the schedule,
no deduction will be made.

§ 4.23 Attitude of rating officers.

It is to be remembered that the ma-
ajority of applicants are disabled per-
sons who are seeking benefits of law to
which they believe themselves entitled.
In the exercise of his or her functions,
rating officers must not allow their
personal feelings to intrude; an antago-
nistic, critical, or even abusive atti-
uide on the part of a claimant should
not in any instance influence the offi-
cers in the handling of the case. Fair-
ness and courtesy must at all times be
shown to applicants by all employees
whose duties bring them in contact, di-
rectly or indirectly, with the Depart-
ment’s claimants.

§ 4.24 Correspondence.

All correspondence relative to the in-
terpretation of the schedule for rating
disabilities, requests for advisory op-
ilions, questions regarding lack of clar-
ity or application to individual cases
involving unusual difficulties, will be
addressed to the Director, Compensa-
tion and Pension Service. A clear
statement will be made of the point or
points upon which information is de-
sired, and the complete case file will be
simultaneously forwarded to Central
Office. Rating agencies will assure
themselves that the recent report of
physical examination presents an ade-
quate picture of the claimant’s condi-
tion. Claims in regard to which the
schedule evaluations are considered in-
adequate or excessive, and errors in the
schedule will be similarly brought to
attention.

§ 4.25 Combined ratings table.

Table I, Combined Ratings Table, re-
sults from the consideration of the effi-
ciency of the individual as affected
first by the most disabling condition,
then by the less disabling condition,
then by other less disabling conditions,
if any, in the order of severity. Thus, a
person having a 60 percent disability is
considered 40 percent efficient. Pro-
ceeding from this 40 percent efficiency,
the effect of a further 30 percent dis-
ability is to leave only 70 percent of
the efficiency remaining after consid-
eration of the first disability, or 28 per-
cent efficiency altogether. The indi-
vidual is thus 72 percent disabled, as
shown in table I opposite 60 percent
and under 30 percent.

(a) To use table I, the disabilities will
first be arranged in the exact order of
their severity, beginning with the

greatest disability and then combined
with use of table I as hereinafter indi-
cated. For example, if there are two
disabilities, the degree of one disability
will be read in the left column and the
degree of the other in the top row,
whichever is appropriate. The figures
appearing in the space where the col-
umn and row intersect will represent
the combined value of the two. This
combined value will then be converted
to the nearest number divisible by 10,
and combined values ending in 5 will be
adjusted upward. Thus, with a 50 per-
cent disability and a 30 percent dis-
ability, the combined value will be