October 24, 2019

**VALERIANO JESUS V. LOPEZ, MD,MHA, MPH, CESO IV**

Director IV

This Office

Sir:

This is in response to unnumbered Memorandum dated 23 October 2019 with the subject: **Incident Report happened on October 16, 2019** **involving Aliwan L. Arciaga.**

Each and every employee has their own task and duties in their respective office of which I am aware with but there also instances that we need to response or answer whatever query or question being ask to us even how busy we are we can still answer questions specially if these are official or work related. For only few months I was assigned at the Cashiering Section, I am still familiarizing all transactions and paper works flow of which I know very well that those staff of the said section is already well verse and knowledgeable enough to the works and duties of the Cashiering Section. From time to time I need to ask or even consult them.

With regards to her claims as stated in her letter I beg to disagree because for me the way I ask is just normal but unfortunately she did not bother to answer so that was the time I tell her **“ anya ka metten Aliwan dika pay sumungbat”** in a normal way of calling her attention. It is but proper to respond or answer me anyway it is an official matter. One thing more she even recognized me in her letter as her immediate supervisor.

For her claim regarding bagging of door when I went out from the office, I close the door normally and since there is no automatic door closer there is a need to manually pull the door knob which causes a loud sound in some instances of which I did not intend to it.

Upon returning to the office, she clarifies things that transpired the previous conversation between me and her. I realized that it is just a miscommunication and slight misunderstanding so I ask apology to her and after these I thought all things settled and the incident will no longer put into writing.

Sir, if the incident is really my fault I am asking for apology and from now on I will be sensitive enough for my actions and the way I talk to them so that this will not happen anymore.

Very truly yours,

**EPIGENIA L. BUENO**

AO V – Cashiering Section