



CITY AGRICULTURIST'S OFFICE

CITIZEN'S CHARTER
2026 Edition



I. Mandate:

Under Article XII, Section 482 of RA 7160, the City Agriculturist is tasked to lead the city's agricultural services by formulating measures and implementing approved plans and programs; providing technical assistance to the Mayor and Sanggunian; ensuring maximum support and access to resources for farmers, fisherfolk, and agri-entrepreneurs; conducting and disseminating location-specific research and appropriate technologies; assisting in establishing demonstration farms; enforcing agricultural and aquaculture laws; coordinating with government agencies and NGOs to enhance productivity; serving as frontline provider of agricultural services especially during disasters; and advising the local government on all matters that will improve agriculture, aquaculture, food security, and the livelihood of city residents.

Vision:

Sustainable Agriculture and Fishery Production.

Mission:

To endeavor in the improvement of the quality of life of farmers and fisherfolk through increase in productivity and entrepreneurial enhancement.

I. Service Pledge:

We, the General Santos City Government Officials and Employees, commit to:

- Guide** you in your transactions with us through our Citizen's Charter;
- Eliminate** delays in transaction;
- Nurture** our public image by not "fixing" nor involving in graft and Corruption;
- Establish** transparency in all transactions;
- Review** and improve our processes and systems to serve you better;
- Act** on your queries, suggestions, complaints and commendations, immediately;
- Live up** to our service standards to cater to your needs;
- Attend** to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.
- Satisfy**, even exceed, your reasonable expectations of the services that we provide; and



II. CITY QUALITY POLICY

We, the Local Government of General Santos City, aspire to be globally competitive while enhancing the quality of life of our citizens towards a sustainable future.

We are committed to providing quality services to all members of our society.

We shall continually strive to improve our city, our people and our services while we foster the rule of law and equal opportunity for all.

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External Services



A.1 Fruit Tree Seedlings

This service involves the provision of assorted sexually and asexually propagated fruit tree seedlings to our clients.

Office or Division	City Agriculturist/Technical Division/Fisheries Division/Soils and Other Laboratories Division/Demo Farm Division			
Classification	Simple			
Type of Transaction	G2C, G2G, G2B			
Who may avail	Farmers/Fisherfolk/Farm Women/ Farm Youth/ Schools/Walk-in clients/other institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
- Official Receipt		Cashier from the City Treasurer's Office (City Hall Main Building)		
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill-out Client's Logbook at the City Agriculturist Office PACD	1.1 Instructs client to fill out the logbook.	None	2 minutes	PACD in-charge City Agriculturist's Office and Offsite Offices
2. Fill-out Service Request Form (SRF)	2.1 Receives filled -out SRF	None	2 minutes	PACD-incharge City Agriculturist's Office and Offsite Offices
	2.2 Coordinates with the Demo Farm Division as to availability of the requested fruit tree seedlings.	None	5 minutes	PACD in-charge City Agriculturist's Office and Offsite Offices OIC-Supervising Agriculturist Farm Supervisor
	2.3 Issues Tax Order of Payment (TOP) and advises client to pay at City Treasurer's Office	Sexually Propagated P 5.00 - <i>guava,</i> <i>Guyaban,</i> <i>kalamans,</i> <i>jackfruit,</i> <i>atis;</i> P10.00 -	2 minutes	PACD in-charge City Agriculturist's Office and Offsite Offices



		Avocado/ Mango) Asexually propagated / P10.00 - kalamansi P 15.00 avocado, jackfruit and santol P 20.00 mango		
3. Present Official Receipt and receive available inputs.	3.1 Records OR information to logbook.	None	2 minutes	OIC- Supervising Agriculturist/Farm Supervisor/Administrative Aide III- Demo Division
	3.2 Releases fruit tree seedlings if available / Schedule release if not available	None	5 minutes (excluding travel time of withdrawal of fruit tree seedlings at the Demo Farm)	OIC- Supervising Agriculturist/Farm Supervisor/Administrative Aide III- Demo Division
4. Fill-out Client Satisfaction Measurement Form (CSMF).	4.1 Facilitates filling-out of CSMF and collect thereafter.	None	5 minutes	PACD in-charge OIC- Supervising Agriculturist/Farm Supervisor/Administrative Aide III- Demo Division
	TOTAL		23 minutes	
END OF TRANSACTION				