



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.

LIST OF SERVICES

Name of Services	Page Number
A. DEMONSTRATION DIVISION	
A.1 Fruit Tree Seedlings	5
B. FISHERIES DIVISION	
B.1 Inspection for Fishing Gear and Aquaculture License/Permit Issuance	7
B.2 Boat Admeasurement	9
B.3 Auxiliary Invoice	11
C. SOIL AND OTHER LABORATORIES DIVISION	
C.1 Metarhizium Anisoplae	13
C.2 Soil Analysis	15
C.3 Trichoderma	18
D. TECHNICAL DIVISION	
D. 1 Assorted Vegetable Seeds	20
E. CROSS-CUTTING	
E.1 Technical Resource Person	22
E. 2 Various Agricultural and Fishery Data	24
E. 3 Certification (BonafideFarmer/Fisherfolk-RSBSA Registered)	29



CITY AGRICULTURIST'S OFFICE

External Services



E.2 Various Agricultural and Fishery Data

This service provides clients with access to updated and relevant agricultural and fishery data to support planning, research, policy formulation, project development, and decision-making. The data may include, but is not limited to, production statistics, area and yield, commodity profiles, price trends, weather- and climate-related information, farm and fisherfolk profiles, and other agri-fishery-related information maintained by the office. Requests are processed in accordance with existing data privacy and information-sharing guidelines, and released within the prescribed processing period.

Office or Division	City Agriculturist's Office/Technical Division/Fisheries Division/Soils and Other Laboratories Division/Demonstration Farm			
Classification	Simple to Highly Technical			
Type of Transaction	G2C, G2B, G2G			
Who may avail	Farmers/Farm Women/ Farm Youth/ Schools/Walk-in clients/other institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 copy)		Client		
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
	1.2 Instructs client to proceed to the receiving section of the Admin Unit.	None	2 minutes	Administrative Aide III of Admin Unit
2. Client will submit formal letter request.	2.1 Acts on the request if formal letter is received and forward to responsible division/section	None	2 minutes	DH/ADH/OIC



	2.3 Verifies and acts on request (as per availability of data)	None	10 minutes	<p>For Fisherfolks: (Supervising/Senior Aquaculturist or Aquaculturist 1 or 2) -Fisheries Division-</p> <p>For Farmers: (Supervising Agriculturist, Senior Agriculturist or Agriculturist 1 or 2 or Agricultural Technologist) -Technical & Demonstration Division-</p> <p>Agricultural Center Chief/Chemist I/ Agriculturist II</p> <p>-Soils and Other Laboratories Division-</p>
3. Pay at the City Treasurer's Office	2.4 If data is available, advises client to pay for the certification fee at City Treasurer's Office and issue Tax Order of Payment (TOP).	P 36.00/ document requested (except G2G transaction)	2 minutes	<p>For Fisherfolks: (Supervising/Senior Aquaculturist or Aquaculturist 1 or 2) -Fisheries Division-</p> <p>For Farmers: (Supervising Agriculturist, Senior Agriculturist or Agriculturist 1 or 2 or Agricultural Technologist)</p>



				<p>-Technical & Demonstration Division-</p> <p>Agricultural Center Chief/Chemist I/ Agriculturist II</p> <p>-Soils and Other Laboratories Division-</p>
4. Present Official Receipt	3.1 Upon confirmation of payment, data requested will be consolidated/ prepared.	None	3 days for simple, 7 days for complex.	<p>For Fisherfolks: (Supervising/Senior Aquaculturist or Aquaculturist 1 or 2) -Fisheries Division-</p> <p>For Farmers: (Supervising Agriculturist, Senior Agriculturist or Agriculturist 1 or 2 or Agricultural Technologist) -Technical & Demonstration Division-</p> <p>Agricultural Center Chief/Chemist I/ Agriculturist II</p> <p>-Soils and Other Laboratories Division-</p>
	3.2 Notifies client once the data needed is ready.	None	2 minutes	<p>For Fisherfolks: (Supervising/Senior</p>



				<p>Aquaculturist or Aquaculturist 1 or 2) -Fisheries Division-</p> <p>For Farmers: (Supervising Agriculturist, Senior Agriculturist or Agriculturist 1 or 2 or Agricultural Technologist) -Technical & Demonstration Division-</p> <p>Agricultural Center Chief/Chemist I/ Agriculturist II</p> <p>-Soils and Other Laboratories Division-</p>
4. Fill-out Client Satisfaction Measurement Form (CSMF).	4.1 Facilitates filling-out of CSMF and collect thereafter.	None	5 minutes	<p>For Fisherfolks: (Supervising/Senior Aquaculturist or Aquaculturist 1 or 2) -Fisheries Division-</p> <p>For Farmers: (Supervising Agriculturist, Senior Agriculturist or Agriculturist 1 or 2 or Agricultural Technologist) -Technical & Demonstration Division-</p>



				Agricultural Center Chief/Chemist I/ Agriculturist II -Soils and Other Laboratories Division-
	Total		3 days and 25 minutes for simple; 7 days and 25 minutes for complex;	
END OF TRANSACTION				