



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

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External Services



E.1 Technical Resource Person

This service involves the assignment of a qualified technical resource person to provide expertise, lectures, or advisory support for trainings, seminars, meetings, and other related activities. The resource person delivers technical inputs, shares best practices, and provides guidance aligned with the mandate of the office to enhance stakeholders' knowledge, skills, and program implementation.

Office or Division	City Agriculturist's Office/Technical Division/Fisheries Division/Soils and Other Laboratories Division/Demonstration Farm			
Classification	Simple			
Type of Transaction	G2C, G2G			
Who may avail	Farmers/Fisherfolks/Farm Women/ Farm Youth/Other Clients/Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		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 Consults with client and assesses as to the training/ seminar/ workshop needs and requirements and set schedule of the activity	None	10 minutes	For Fisherfolks: (Senior Aquaculturist or Aquaculturist 1 or 2) -Fisheries Division-



				For Farmers: (Supervising Agriculturist, Senior Agriculturist or Agriculturist 1 or 2 or Agricultural Technologist) -Technical Division
3. Fill-out Client Satisfaction Measurement Form (CSMF).	3.1 Facilitate filling-out of CSMF and collect thereafter.		5 minutes	
	Total		16 minutes	
END OF TRANSACTION				