



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



B.1 Inspection for Fishing Gear and Aquaculture License/Permit Issuance

The Conduct of Inspection for Fishing Gear and Aquaculture License/Permit Issuance is a regulatory service of the City Agriculturist's Office (CAG) that requires inspection of all fishing gears and aquaculture facilities as a prerequisite for license or permit issuance under Sections 17 and 18 of City Ordinance No. 36, Series of 2024, ensuring compliance with technical, environmental, and legal standards.

Office or Division	City Agriculturist – Fisheries Division			
Classification	Simple			
Type of Transaction	G2C, G2B			
Who may avail	Registered fisherfolk, aquaculture operators, cooperatives, partnerships, and corporations listed in the Registry of Resource Users and Fisherfolk			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill-out visitor's logbook – PACD	1.1 Provides logbook and assists client in recording details	None	2 minutes	PACD-in-charge
	1.2 Refers client to Fisheries Division	None	1 minute	PACD-in-charge
2. Fill out and submit Service Request Form (SRF)	2.1 Provides SRF and assists client in recording details	None	3 minutes	Aquaculturist I/II
	2.2 Receives filled-out SRF and set schedule for inspection	None	3 minutes	Aquaculturist I/II
3. Present fishing gear and/or aquaculture facility for inspection	3.1 Conducts on-site inspection; verifies compliance with technical and environmental standards	None	15 minutes (excluding travel time)	Aquaculturist I/II
	3.2 Prepares Inspection Report	None	5 minutes	Aquaculturist I/II



4. Wait for the inspection results	4.1 Reviews Inspection Report; validates compliance; recommends approval/disapproval	None	5 minutes	Supervising Aquaculturist
	4.2 Informs the client of the outcome of inspection results and advise them to proceed with payment, if approved	None	3 minutes	Aquaculturist I/II
5. Pay prescribed certification fee	5.1 Issues Tax Order of Payment (TOP) and advise client to pay at City Treasurer's Office	36.00	3 minutes	Aquaculturist I/II
6. Present Official Receipt	6.1 Prepares Certification	None	5 minutes	Aquaculturist I/II
	6.2 Approves and signs certification	None	3 minutes	Supervising Aquaculturist/Department Head
7. Claim Certificate of Inspection	7.1 Instructs the client to sign the logbook and releases signed Certificate of Inspection	None	3 minutes	Aquaculturist I/II
Fill-out Client Satisfaction Measurement Form (CSMF)	Facilitates filling-out of CSMF and collect thereafter.	None	5 minutes	Aquaculturist I/II
	Total		56 minutes	
END OF TRANSACTION				