



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



# **CITY AGRICULTURIST'S OFFICE**

External Services



### C.3 Trichoderma

This service provides Trichoderma to our clients which is used as biocontrol agent against crop diseases and at the same time hastens decomposition of compost. This helps farmers eliminate cost of inputs while enhancing crop health and productivity.

<b>Office or Division</b>	City Agriculturist/Technical Division/Fisheries Division/Soils and Other Laboratories Division/Demo Farm Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C, G2G, G2B			
<b>Who may avail</b>	Farmers/Fisherfolk/Farm Women/ Farm Youth/ Schools/Walk-in clients/other institutions			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
a. Trichoderma - Official Receipt		Cashier from the City Treasurer's Office (City Hall Main Building)		
<b>Client Steps</b>	<b>Agency Action</b>	<b>Fees to be Paid</b>	<b>Processing Time</b>	<b>Person Responsible</b>
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 Other Laboratory Section as to availability of the Trichoderma, if not available collect contact information to notify clients on the schedule of availability of Trichoderma	None	5 minutes	PACD in-charge City Agriculturist's Office and Offsite Offices



	2.3 Issues Tax Order of Payment (TOP) and advises client to pay at City Treasurer's Office for Trichoderma	P 20.00 per pack	2 minutes	PACD in-charge City Agriculturist's Office Agricultural Center Chief II Agriculturist II
3. Present Official Receipt and receive available inputs.	3.1 Records OR information to logbook.	None	2 minutes	Agricultural Center Chief II Agriculturist II Administrative Aide
	3.2 Releases trichoderma if available / Schedules release if not available	None	10 minutes	Agricultural Center Chief II Agriculturist II Administrative Aide
4. Fill-out Client Satisfaction Measurement Form (CSMF).	4.1 Facilitates filling-out of CSMF and collects thereafter.	None	5 minutes	Agricultural Center Chief II Agriculturist II Administrative Aide
	<b>TOTAL</b>		<b>28 minutes</b>	
<b>END OF TRANSACTION</b>				