



# **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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<b>D. TECHNICAL DIVISION</b>	
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# **CITY AGRICULTURIST'S OFFICE**

External Services



### E.3 Certification (BonafideFarmer/Fisherfolk-RSBSA Registered)

This service involves the issuance of an official certification to individuals who are verified and registered under the **Registry System for Basic Sectors in Agriculture (RSBSA)** as legitimate farmers or fisherfolk within the locality.

The certification confirms that the applicant is an active agricultural or fisheries stakeholder and is recognized by the Local Government Unit through the City/Municipal Agriculturist's Office. This document is commonly required for availing government programs, agricultural assistance, financial support, subsidies, training, insurance, and other agriculture and fisheries–related services.

The certification is released upon proper verification of records and submission of required documents in accordance with existing guidelines and policies.

<b>Office or Division</b>	City Agriculturist's Office/Technical Division/Fisheries Division/Soils and Other Laboratories Division			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	G2C, G2G			
<b>Who may avail</b>	Farmers/ Fisherfolks/ Farm Women/Farm Youth /Other Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Bonafide Farmers/Fisherfolks (RSBSA, Non-RSBSA and FISH-R), Boat Admeasurement, Banca Official Number)</b>				
1. Government-issued ID		Client		
<b>Soils Analysis Report</b>				
1. Government-issued ID or Barangay Certification with Picture – Original (1 copy)		Barangay Hall where the Client resides		
<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 Visitor's Logbook and Service Request Form (SRF) at the City Agriculturist Office PACD	1.1 Receives SRF and forward to concerned division.	None	3 minutes	PACD
	1.2 Obtains information from the database.	None	15 minutes	<b>For Fisherfolks:</b> (Supervising and/or Senior



				<p>Aquaculturist / Aquaculturist 1 or 2) -Fisheries Division-</p> <p><b>For Farmers:</b> (Supervising Agriculturist or Agriculturist 1 or 2/ Agricultural Technologist) -Technical Division-</p>
2. Pay at the City Treasurer's Office	2.1 If data is available, advises client to pay for the certification fee at City Treasurer's Office and issues Tax Order of Payment (TOP).	P 36.00 for certification fee	2 minutes	<p><b>For Fisherfolks:</b> (Supervising/Senior Aquaculturist or Aquaculturist 1 or 2) -Fisheries Division-</p> <p><b>For Farmers:</b> (Supervising Agriculturist, Senior Agriculturist or Agriculturist 1 or 2 or Agricultural Technologist) -Technical &amp; Demonstration Division-</p>
3. Present Official Receipt	3.1 Prepares Certification.	None	10 minutes	<p><b>For Fisherfolks:</b> (Supervising and/or Senior Aquaculturist or Aquaculturist 1 or 2)</p>



				-Fisheries Division-  <b>For Farmers:</b> (Supervising Agriculturist or Agriculturist 1 or 2 or Agricultural Technologist) -Technical Division-
	3.2 Approves and signs certification	None	5 minutes	<b>DH/ADH/OIC</b>
	3.3 Releases certification	None	2 minutes	<b>For Fisherfolks:</b> (Supervising and/or Senior Aquaculturist or Aquaculturist 1 or 2) -Fisheries Division-  <b>For Farmers:</b> (Supervising Agriculturist or Agriculturist 1 or 2 or Agricultural Technologist) -Technical Division-
4. Fill-out Client Satisfaction Measurement Form (CSMF).	4.1 Facilitates filling-out of CSMF and collects thereafter.	None	5 minutes	<b>For Soils Laboratory:</b> Admin Aide I  <b>For Fisherfolks:</b> (Supervising and/or Senior Aquaculturist or



				Aquaculturist 1 or 2) -Fisheries Division-  <b>For Farmers:</b> (Supervising Agriculturist or Agriculturist 1 or 2 or Agricultural Technologist) -Technical Division-
	<b>Total</b>		<b>42 minutes</b>	
<b>END OF TRANSACTION</b>				