



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



B.3 Auxiliary Invoice

This service facilitates the issuance of an Auxiliary Invoice by the City Agriculturist's Office, as mandated by Section 64 of City Ordinance No. 36, Series of 2024. This invoice is a requisite for transport permit of all fish and fishery products originating from the city, ensuring regulatory compliance, product traceability, and accountability.

Office or Division	City Agriculturist's Office – Fisheries Division			
Classification	Simple			
Type of Transaction	G2C, G2B			
Who may avail	fish traders/vendors, aquaculture operators, and transporters of fish and fishery products			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. 1 one photocopy of any of the following: Local Transport Permit (LTP), Catch Report/ Log Sheet and other applicable proofs of legal possession b. 1 Original Copy (OR) of Fee Payment		LTP: Bureau of Fisheries and Aquatic Resources (BFAR) Catch Report/Log Sheet: Applicant's own records (from fisherfolk, vessel operators, or aquaculture farms) Cashier (City Treasurer's Office)		
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. Receive, fill-out and submit the Auxiliary Invoice Application Form (AIAF)	2.1 Receives the application form and checks for completeness of entries	None	3 minutes	Aquaculturist I/II



3. Pay prescribed fee	3.1 Based on the vehicle type indicated, assesses the corresponding fee. Issues a signed Tax Order of Payment and advises client to pay at City Treasurer's Office	₱100.00 (Three-wheeled vehicle, e.g., Tricycle, Top-down) ₱500.00 (Four-wheeled vehicle and above)	3 minutes	Aquaculturist I/II
4. Present original Official Receipt (OR)	4.1 Prepares Auxiliary Invoice	None	5 minutes	Aquaculturist I/II
	4.2 Approves and signs Auxiliary Invoice	None	3 minutes	Supervising Aquaculturist/ Department Head
	4.3 Releases Auxiliary Invoice	None	3 minutes	Aquaculturist I/II
5. Claim Auxiliary Invoice	5.1 Instructs the client to sign the logbook and releases signed Auxiliary Invoice	None	3 minutes	Aquaculturist I/II
6. Fill-out Client Satisfaction Measurement Form (CSMF).	6.1 Facilitates filling-out of CSMF and collect form	None	5 minutes	Aquaculturist I/II
	Total		28 minutes	
END OF TRANSACTION				

Important Notes

- The Auxiliary Invoice must be secured prior to the transport of any fish or fishery products.
- The client must present the fish and fishery products, along with the Auxiliary Invoice, for inspection at designated checkpoints when flagged down by authorized personnel.
- This invoice serves as both a transport permit and a traceability document. Keep it with the shipment at all times during transit.
- Fees are based on the type of vehicle used for transport, not the volume or value of the product.