



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 thru 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



D.1 Assorted Vegetable Seeds

This service involves the distribution of assorted vegetable seeds to qualified beneficiaries to support household food security, livelihood development, and sustainable vegetable production. The seeds provided are suitable to local agro-climatic conditions and are intended to enhance crop diversity and productivity.

Office or Division	City Agriculturist/Technical Division/Fisheries Division/Soils and Other Laboratories Division/Demo Farm Division			
Classification	Simple			
Type of Transaction	G2C, G2G, G2B			
Who may avail	Farmers/Fisherfolk/Farm Women/ Farm Youth/ Schools/Walk-in clients/other institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. household – none 2. schools/other institutions – *Received Copy of Letter Request to the City Mayor (original -1 copy)		City Mayor's Office		
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
2. For household purposes only, client will fill-out distribution list and receive the vegetable seeds.	2.1 Instructs client to fill-out the distribution list and provides the distribution list	None	5 minutes	PACD in-charge City Agriculturist's Office
3. For groups/schools/institutions, client will provide the received copy of request letter addressed to the City Mayor.	3.1 Instructs client to proceed to the receiving section of the Admin Unit.	None	2 minutes	Administrative Aide III of Admin Unit



	3.2 Receives request letter and advise client to provide a contact number for coordination of the schedule for the release of vegetable seeds.	None	3 minutes	Administrative Aide III of Admin Unit
	3.3 Routes request letter to the Acting Department Head for routing to the Technical Division	None	5 minutes	Administrative Aide III of Admin Unit
	3.4 Receives request letter and instruct personnel in-charge to prepare the vegetable seeds requested	None	2 minutes	Acting Supervising Agriculturist of Technical Division
	3.5 Prepares vegetable seeds and contact the client for the schedule of releasing .	None	1-3 working days	Agricultural Technologist I of Technical Division
4. Fill-out Client Satisfaction Measurement Form (CSMF).	4.1 Facilitates filling-out of CSMF and collect thereafter.	None	5 minutes	Agricultural Technologist I of Technical Division
	TOTAL		1-3 working days and 24 minutes	
END OF TRANSACTION				