



# **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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# **CITY AGRICULTURIST'S OFFICE**

External Services



## C.1 *Metarhizium Anisoplae*

This service involves the distribution of *Metarhizium anisoplae*, one of the biocontrol agents produced in the Other Laboratory to our clients.

<b>Office or Division</b>	City Agriculturist's Office/Technical Division/Fisheries Division/Soils and Other Laboratories Division/Demo Farm Division			
<b>Classification</b>	Complex			
<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>		
1. household /farmers– none  2. schools/other institutions – Endorsed Letter Request from the City Mayor (original -1 copy)		City Agriculturist's Office- Other Laboratories Section/City Mayor's Office		
<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 Agricultural Center Chief II Agriculturist II
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 advises client to provide a contact number for coordination of the schedule for the release of Metarhizium	None	3 minutes	Administrative Aide III of Admin Unit
	3.3 Routes request letter to the Acting Department Head for routing to the Other Laboratory	None	5 minutes	Administrative Aide III of Admin Unit Agricultural Center Chief II
	3.4 Receives request letter and instructs personnel in-charge to prepare the Metarhizium requested	None	2 minutes	Agricultural Center Chief II Agriculturist II
	3.5 Prepares Metarhizium and contact the client for the schedule of releasing.	None	7 - 14 days	Agricultural Center Chief II Agriculturist II Administrative Aide
4. Receive Metarhizium	4.1 Instructs clients to sign distribution logbook	None	5 minutes	Agricultural Center Chief Agriculturist II Administrative Aide
5. Fill-out Client Satisfaction Measurement Form (CSMF).	5.1 Facilitates filling-out of CSMF and collect thereafter.	None	5 minutes	Agricultural Center Chief Agriculturist II Administrative Aide
	TOTAL		14 days and 26 minutes	
END OF TRANSACTION				