



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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External Services



B.2 Boat Admeasurement

This service involves measurement and verification of a boat's dimension and tonnage, and engine inspection required for registration.

Office or Division	City Agriculturist's Office– Fisheries Division			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Boat Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. None				
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Fill-out visitor's logbook at the City Agriculturist's Office PACD	1.1 Instructs client to fill out the logbook	None	2 minutes	PACD-in-charge
	1.2 Refers client to Fisheries Division	None	1 minute	PACD-in-charge
2. Fill-out and submit Service Request Form (SRF)	2.1 Provides SRF and assists client in filling-out details	None	3 minutes	Aquaculturist I/II
	2.2 Receives filled-out SRF and sets schedule for actual admeasurement	None	3 minutes	Aquaculturist I/II
3. Accompany the admeasurer to the boat location	3.1 Conducts boat admeasurement and inspect engine(s)	None	15 minutes (excluding travel time)	Aquaculturist I /II/Admin Aide III



4. Acknowledge completion of onsite admeasurement	4.1 Signs and confirms inspection completion	None	3 minutes	Aquaculturist I /II/Admin Aide III
5. Pay prescribed certification fee	5.1 Issues Tax Order of Payment (TOP) and advises to pay in City Treasurer's Office if qualified *For non-qualified, informs immediately and refers to BFAR and MARINA	36.00 (Certification Fee)	3 minutes	Aquaculturist I /II/Admin Aide III
6. Present original Official Receipt (OR)	6.1 Prepares certification	None	5 minutes	Aquaculturist I/II
	6.2 Approves and signs certification	None	3 minutes	Supervising Aquaculturist/ Department Head
7. Claim Certificate of Inspection	7.1 Instructs the client to sign the logbook and releases signed Certificate of Admeasurement	None	3 minutes	Aquaculturist I/II
8. Fill-out Client Satisfaction Measurement Form (CSMF).	8.1 Facilitates filling-out of CSMF and collect form	None	5 minutes	Aquaculturist I/II
	Total		46 minutes	
END OF TRANSACTION				