

SENATE BILL 496

P1, L6

5lr3272
CF 5lr1934

By: **Senator Ellis**

Introduced and read first time: January 23, 2025

Assigned to: Finance

A BILL ENTITLED

1 AN ACT concerning

2 **Department of Commerce – Complaint Portal and Annual Report**

3 FOR the purpose of requiring the Department of Commerce to create and maintain a
4 complaint portal for reporting when a governmental unit takes longer than a certain
5 period of time to process a certain application for a license, form, certificate,
6 certification, permit, or registration; requiring the Department to submit an annual
7 report to certain committees of the General Assembly on the complaints submitted
8 to the portal; and generally relating to the Department of Commerce.

9 BY adding to

10 Article – Economic Development

11 Section 2.5–110

12 Annotated Code of Maryland

13 (2024 Replacement Volume and 2024 Supplement)

14 SECTION 1. BE IT ENACTED BY THE GENERAL ASSEMBLY OF MARYLAND,

15 That the Laws of Maryland read as follows:

16 **Article – Economic Development**

17 **2.5–110.**

18 **(A) IN THIS SECTION, “GOVERNMENTAL UNIT” MEANS:**

19 **(1) A COUNTY;**

20 **(2) A MUNICIPAL CORPORATION;**

21 **(3) A STATE UNIT;**

EXPLANATION: CAPITALS INDICATE MATTER ADDED TO EXISTING LAW.

[Brackets] indicate matter deleted from existing law.



1 **(4) A LOCAL UNIT; OR**

2 **(5) ANY OTHER PUBLIC BODY OR UNIT ESTABLISHED IN ACCORDANCE**
3 **WITH A STATE OR LOCAL LAW, ORDINANCE, OR RESOLUTION.**

4 **(B) (1) SUBJECT TO PARAGRAPH (2) OF THIS SUBSECTION, THE**
5 **DEPARTMENT SHALL CREATE AND MAINTAIN A PORTAL ON THE DEPARTMENT'S**
6 **WEBSITE THAT THE PUBLIC MAY USE TO FILE A COMPLAINT IF A GOVERNMENTAL**
7 **UNIT TAKES LONGER THAN 60 DAYS TO PROCESS AN APPLICATION FOR A LICENSE,**
8 **FORM, CERTIFICATE, CERTIFICATION, PERMIT, OR REGISTRATION FOR A BUSINESS**
9 **OR NONPROFIT ORGANIZATION.**

10 **(2) A PERSON MAY NOT FILE A COMPLAINT ON THE PORTAL CREATED**
11 **AND MAINTAINED UNDER PARAGRAPH (1) OF THIS SUBSECTION IF A STATE OR**
12 **LOCAL LAW, AN ORDINANCE, OR A RESOLUTION EXPLICITLY AUTHORIZES THE**
13 **GOVERNMENTAL UNIT AGAINST WHICH THE COMPLAINT WOULD HAVE BEEN FILED**
14 **TO TAKE LONGER THAN 60 DAYS TO PROCESS THE APPLICATION.**

15 **(C) (1) ON OR BEFORE SEPTEMBER 15, 2025, AND EACH SEPTEMBER 15**
16 **THEREAFTER, THE DEPARTMENT SHALL SUBMIT A REPORT ON THE COMPLAINTS**
17 **FILED THROUGH THE PORTAL DESCRIBED UNDER SUBSECTION (B) OF THIS**
18 **SECTION, IN ACCORDANCE WITH § 2-1257 OF THE STATE GOVERNMENT ARTICLE,**
19 **TO THE SENATE BUDGET AND TAXATION COMMITTEE AND THE HOUSE WAYS AND**
20 **MEANS COMMITTEE.**

21 **(2) THE REPORT REQUIRED UNDER PARAGRAPH (1) OF THIS**
22 **SUBSECTION SHALL IDENTIFY, WITH RESPECT TO EACH COMPLAINT RECEIVED**
23 **DURING THE PRECEDING FISCAL YEAR, THE GOVERNMENTAL UNIT RESPONSIBLE**
24 **FOR THE LICENSE, FORM, CERTIFICATE, CERTIFICATION, PERMIT, OR**
25 **REGISTRATION.**

26 **(3) IN REPORTING THE DATA REQUIRED UNDER THIS SUBSECTION,**
27 **THE DEPARTMENT SHALL MAKE REASONABLE EFFORTS TO ANONYMIZE THE DATA**
28 **TO PROTECT THE PRIVACY OF THE BUSINESS OR NONPROFIT ORGANIZATION TO**
29 **WHICH THE COMPLAINT IS RELATED.**

30 SECTION 2. AND BE IT FURTHER ENACTED, That this Act shall take effect July
31 1, 2025.