

# MARYLAND RETAILERS ALLIANCE

*The Voice of Retailing in Maryland*



## **HB1038 Department of Commerce - Complaint Portal and Annual Report Economic Matters Committee February 25, 2025**

**Position:** Favorable

**Background:** HB1038 would require the Department of Commerce to create a complaint portal for reporting when a governmental unit takes longer than 60 days to process an application for a license, form, certificate, certification, permit, or registration for a business or nonprofit organization.

**Comments:** The Maryland Retailers Alliance (MRA) is strongly supportive of **HB1038 Department of Commerce - Complaint Portal and Annual Report**. This proposal would create an avenue for businesses to pursue resolutions for length wait periods when applying for licenses and permits. Permitting and licensing delays can become very costly for businesses, particularly when they impact schedules and operations for developing or opening a new business location. Establishing a complaint portal for businesses to report these delays will help to move the process along and ensure that these issues can be resolved efficiently and effectively.

MRA would respectfully urge a favorable report on HB1038. Thank you for your consideration.