

# MARYLAND RETAILERS ALLIANCE

*The Voice of Retailing in Maryland*



## **HB179 Department of Commerce - Complaint Portal and Annual Report Economic Matters Committee February 17, 2026**

**Position:** Favorable

**Background:** HB179 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 **HB179 Department of Commerce - Complaint Portal and Annual Report**, which 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 unforeseen delays impact schedules and operations for developing or opening a new business location. Businesses in the grocery industry, for example, are required to procure and maintain upwards of thirty licenses and/or permits for operating in certain districts, and a store's entire operation can be impacted or halted by a problem with just one of these certifications. 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 HB179. Thank you for your consideration.