

~~(2)~~ (1) ON OR BEFORE JANUARY 1, 1998, AND EACH YEAR THEREAFTER, IN CONSULTATION WITH INTERESTED PARTIES, THE DEPARTMENT SHALL PUBLISH EXPECTED REVIEW TIMES FOR EACH LICENSING AND PERMITTING PROGRAM.

~~(3)~~ (2) ON OR BEFORE JANUARY 1, 1998, FOR EACH LICENSING AND PERMITTING PROGRAM, THE DEPARTMENT SHALL OFFER ASSISTANCE AND INFORMATION TO PERSONS WHICH MAY INCLUDE:

(I) WRITTEN LISTS OF INFORMATION AND MATERIALS REQUIRED WITH APPLICATIONS;

(II) WRITTEN LISTS OF COMMON APPLICATION QUESTIONS AND MISTAKES;

(III) PREAPPLICATION MEETINGS WITH PROSPECTIVE APPLICANT TO ADDRESS TECHNICAL ISSUES;

(IV) WRITTEN RECEIPTS TO THE APPLICANT UPON SUBMISSION OF AN APPLICATION; AND

(V) THE STATUS OF ACTIVE APPLICATIONS.

(B) (1) THIS SUBSECTION APPLIES TO PERMITS WHICH ARE IDENTIFIED IN § 1-601(A) OF THIS SUBTITLE.

(2) THE DEPARTMENT SHALL PROVIDE TO THE APPLICANT:

(I) A NOTICE OF COMPLETED APPLICATION TO THE APPLICANT,  
OR

(II) IF THE DEPARTMENT DETERMINES THAT THE APPLICATION IS INCOMPLETE, THE REASONS, IN WRITING, THAT THE APPLICATION WAS DETERMINED TO BE INCOMPLETE.

(3) THE NOTICE OF COMPLETED APPLICATION SHALL INCLUDE AN ESTIMATED TIME FOR ISSUANCE OF THE TENTATIVE DETERMINATION IF REQUESTED BY THE APPLICANT.

(4) A PERMIT APPLICANT MAY APPLY TO THE DEPARTMENT FOR A REFUND OF ALL OR A PORTION OF THE APPLICATION FEE IF:

(I) THE DEPARTMENT FAILS TO ISSUE A TENTATIVE DETERMINATION REGARDING THE APPLICATION WITHIN THE ESTIMATED TIME PROVIDED IN THE NOTICE OF COMPLETED APPLICATION;

(II) THE APPLICANT DEMONSTRATES THAT THE DELAY WAS CAUSED SOLELY BY THE DEPARTMENT AND WAS NOT THE RESULT OF PROCEDURES OR REQUIREMENTS OUTSIDE CONTROL OF THE DEPARTMENT, INCLUDING:

1. REVIEWS BY FEDERAL, LOCAL, OR OTHER STATE GOVERNMENT AGENCIES;

2. PROCEDURES FOR PUBLIC PARTICIPATION; OR