

STATE OF CONNECTICUT
BY HIS EXCELLENCY
NED LAMONT

EXECUTIVE ORDER 26-1

WHEREAS, since day one, this Administration has prioritized making government work better for the people and businesses of Connecticut, including through transformative improvements at the Department of Motor Vehicles and various licensing and permitting agencies; and

WHEREAS, licensing and permitting are essential functions of government, supporting both public safety and economic development; and

WHEREAS, this Administration has embraced a policy of moving services “online, not in line,” making it easier for individuals and businesses to access licenses and permits; and

WHEREAS, this Administration has eliminated licensing fees for many trades and professions, reducing financial barriers to workforce entry; and

WHEREAS, just as government frequently imposes deadlines on private individuals and entities to respond to or initiate government actions, fairness and efficiency demand that government, in turn, set reasonable deadlines for its own responses to license and permit applications;

NOW, THEREFORE, I, NED LAMONT, Governor of the State of Connecticut, by virtue of the authority vested in me by the Constitution and the laws of the State of Connecticut, do hereby ORDER AND DIRECT:

1. Agency Submission of Licensing Data

Each state agency under the authority of the Governor shall, no later than July 15, 2026, compile and submit to the Office of the Governor a comprehensive list of all licenses, permits, and certifications issued by the agency to private persons and entities.

Submissions shall be in a format prescribed by the Office of the Governor and shall include, for each license, permit, or certification:

- a. A brief description of the license, permit, or certification;
- b. Any statute and/or regulations authorizing the license, permit, or certification;
- c. The method(s) by which applications are accepted (e.g., paper, email, web portal, or other);
- d. Whether an application fee is required and, if so, the amount and whether the application fee is set in statute, in regulation, or administratively;
- e. The total number of applications received in calendar year 2024, and the number approved, denied, or pending as of submission;
- f. The average processing time in calendar year 2024 from the agency’s determination that an application is complete to final or tentative agency decision, or an estimate of processing time if an exact average is not feasible to calculate;

- g. A proposed maximum number of days for agency decision following determination that an application is complete;
- h. A recommendation for any exceptions or qualifiers on measuring the time between complete application and reaching a decision on the license, permit, or certification;
- i. Whether any federal or other requirements exist that may prevent the agency from reaching a decision in a certain amount of time;
- j. Whether any legal or other obstacles exist to issuing a refund of the application fee;
- k. Recommendations identifying high-priority licenses, permits, or certifications where additional technological resources could further streamline the application or decision-making process.

2. Governor's Office Compilation and Deadlines

- a. No later than December 1, 2026, the Office of the Governor shall publish a list specifying the licenses, permits, and certifications eligible for a refund and the maximum number of days within which each such eligible license, permit, or certification shall be approved or denied following determination that an application is complete.
- b. Agencies may recommend modifications to the deadlines specified in subsection (a) as circumstances change.

3. Information Technology Improvements

- a. Once the comprehensive list is submitted pursuant to section 1, the Department of Administrative Services (DAS) shall consult with each agency to review any listed licenses, permits, and certifications that are currently submitted via a paper application. DAS and each agency shall determine which license, permit, and certification processes could benefit from additional technological resources, including, but not limited to, an online application process.

4. Agency Compliance and Fee Refunds

- a. For applications filed after the list is published pursuant to section 2 of this executive order: if an application fee was required and the agency has not approved or denied the application within the amount of time set in section 2, the applicant may request a refund of the application fee from the agency. If the agency determines that the applicant is entitled to a refund, the agency shall apply to the Comptroller pursuant to section 4-37 of the general statutes for a refund to the applicant of any application fee paid. Any refund shall not affect the ultimate disposition of the underlying application.
- b. This section shall not apply to any license, permit, or certification application fee for which:
 - i. The statute or regulation authorizing the fee designates the fee as nonrefundable;

- ii. The fee is designated for deposit into a special fund or particular account, in which funds may only be used for specific purposes;
- iii. A refund would otherwise be prohibited by law.

5. Definitions

- a. "License, permit, or certification" means any formal process in which a person or entity, other than a state, quasi-public, or municipal agency, applies to the state for permission required by law, including, but not limited to, any license as defined in section 4-166 of the general statutes. "License, permit, or certification" does not include any application process for a grant.

This Order shall take effect immediately.

Dated at Hartford, Connecticut, this 15th day of January 2026.

Ned Lamont
NED LAMONT
Governor

By His Excellency's Order

Stephanie Thomas

STEPHANIE THOMAS
Secretary of the State

CONNECTICUT
SECRETARY OF THE STATE
CAPITOL OFFICE
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