



NOTICE

NOTICE #: 22-03 **NOTICE RELEASE DATE:** 08/29/2022 **CONTACT:** Permits Office 301-645-0692

Citizen Self Service Portal and Permitting System Upgrade

Beginning September 24 through September 27, 2022, the Department of Planning and Growth Management will be performing a major software upgrade to its electronic permitting and plan system to make enhancements that will improve the overall customer experience in using the system. During this time, the system will be completely down with no access for staff or the public.

The following items will be impacted or not available during this time:

1. The Citizens Self Service Portal cannot be accessed
2. Applications cannot be submitted
3. Invoices cannot be processed and payments cannot be made
4. Reviews will not be performed
5. Comment letters cannot be issued
6. Resubmittals cannot be submitted
7. Inspections scheduling will be limited and, in some cases, not possible
8. Certificates of Use and Occupancies cannot be issued

Please plan ahead and be prepared for potential delays in processing times for applications, project reviews, and scheduling inspections. The department is working hard to make improvements to the system and appreciates the public's patience and understanding during this time.

User guides and tutorials for the Citizens Self Service portal can be found by visiting www.charlescountymd.gov/government/planning-and-growth-management/planning-and-growth-management-publications/citizen-self-service-portal-tutorials.

For more information, please contact the Department of Planning and Growth Management at 301-645-0692.