

## Before the Electrical Workers Registration Board

CE No. 22202  
Electrical Worker: David Bovens (the Respondent)  
Registration Number: E 264543  
Electrical Worker Number: EW 135627  
Registration Class: Electrician

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### Decision of the Board in Respect of the Conduct of an Electrical Worker Under section 147G and 147M of the Electricity Act 1992

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Hearing Location: Auckland  
Hearing Type: On the Papers  
Hearing Date: 19 June 2020  
Decision Date: 19 June 2020

#### Board Members Present:

Mel Orange (Presiding)  
Michael Macklin, Registered Inspector  
Monica Kershaw, Registered Electrician  
Mac McIntyre, Registered Electrician  
Jane Davel, Lay Member  
Russell Keys, Registered Inspector  
Ashley Yan, Registered Electrical Engineer

Counsel: Alistair Miller for the Investigator

#### Procedure:

The matter was considered by the Electrical Workers Registration Board (the Board) under the provisions of Part 11 of the Electricity Act 1992 (the Act), the Electricity (Safety) Regulations 2010 (the Regulations) and the Board's Disciplinary Hearing Rules.

#### Board Decision:

The Respondent **has** committed disciplinary offences under sections 143(b)(ii) and 143(f) of the Act.

**Contents**

**Introduction**..... 2  
**Function of Disciplinary Action**..... 3  
**Procedure** ..... 4  
**Evidence**..... 4  
**Board’s Conclusion and Reasoning**..... 5  
    First Offence..... 6  
    Second Offence..... 8  
**Penalty, Costs and Publication**..... 8  
    Penalty ..... 9  
    Costs..... 9  
    Publication ..... 10  
**Penalty, Costs and Publication Orders** ..... 11  
**Right of Appeal**..... 12

**Introduction**

- [1] The hearing resulted from a complaint about the conduct of the Respondent and a report under section 147G(1) of the Act from the Investigator that the complaint should be considered by the Board.
- [2] The Respondent was served with a notice setting out the alleged disciplinary offences the Investigator reported should be considered by the Board. They were:

First Alleged Disciplinary Offence

- 1. Between 21 August 2018 and 18 December 2018 at [REDACTED] [REDACTED] Mr David Bovens has carried out or caused to be carried out prescribed electrical work in a manner contrary to any enactment relating to prescribed electrical work that was in force at the time the work was done being an offence under section 143(a)(ii) of the Act, IN THAT, he has:
  - (a) Provided incorrect conductor identification; and/or
  - (b) Provided no mechanical protection and left primary insulation exposed in junction box; and/or
  - (c) Installed a switch in a damp situation in the woolshed without the required IP (ingress protection) rating.
- 2. Between 21 August 2018 and 18 December 2018 at [REDACTED] [REDACTED] Mr David Bovens has carried out or caused to be carried out prescribed electrical work in a negligent or incompetent manner being an offence under section 143(a)(i) of the Act, IN THAT, he has

- (a) Provided incorrect conductor identification and/or
- (b) Provided no mechanical protection and left primary insulation exposed in junction box and/or
- (c) Installed a switch in a damp situation in the woolshed without the required IP rating.

Or in the Alternative

3. Between 21 August 2018 and 18 December 2018 at [REDACTED] [REDACTED] Mr David Bovens has negligently created a risk of serious harm to any person, or a risk of significant property damage, through having carried out or caused to be carried out prescribed electrical work being an offence under section 143(b)(ii) of the Act, IN THAT, he has
- (a) Provided incorrect conductor identification and/or
  - (b) Provided no mechanical protection and left primary insulation exposed in junction box and/or
  - (c) Installed a switch in a damp situation in the woolshed without the required IP rating.

#### Second Alleged Disciplinary Offence

4. On or around 18 December 2019 at [REDACTED] Mr David Bovens has provided a false or misleading return being an offence under section 143(f) of the Act, IN THAT, he provided a certificate of compliance for prescribed electrical work that was found to be non-compliant.

- [3] Prior to the hearing the Respondent and the Board were provided with all of the documents the Investigator had in his/her power or possession.
- [4] No Board Members declared any conflicts of interest in relation to the matters under consideration.

#### **Function of Disciplinary Action**

- [5] The common understanding of the purpose of professional discipline is to uphold the integrity of the profession. The focus is not punishment, but the protection of the public, the maintenance of public confidence and the enforcement of high standards of propriety and professional conduct. Those purposes were recently reiterated by the Supreme Court of the United Kingdom in *R v Institute of Chartered Accountants in England and Wales*<sup>1</sup> and in New Zealand in *Dentice v Valuers Registration Board*<sup>2</sup>.

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<sup>1</sup> *R v Institute of Chartered Accountants in England and Wales* [2011] UKSC 1, 19 January 2011.

<sup>2</sup> [1992] 1 NZLR 720 at p 724

- [6] Disciplinary action under the Act is not designed to redress issues or disputes between a complainant and a respondent. In *McLanahan and Tan v The New Zealand Registered Architects Board*<sup>3</sup> Collins J. noted that:

*“... the disciplinary process does not exist to appease those who are dissatisfied ... . The disciplinary process ... exists to ensure professional standards are maintained in order to protect clients, the profession and the broader community.”*

- [7] The Board can only inquire into “the conduct of an electrical worker” with respect to the grounds for discipline set out in section 143 of the Act. It does not have any jurisdiction over contractual matters.

### **Procedure**

- [8] The matter proceeded on the basis of an Agreed Statement of Facts.
- [9] The appearance of the Investigator and Counsel for the Investigator was excused.
- [10] The Respondent was offered the opportunity to appear by phone or video conference. No application was made. The matter was dealt with on the papers.

### **Evidence**

- [11] The Board must be satisfied on the balance of probabilities that the disciplinary offences alleged have been committed<sup>4</sup>. The Board notes, as regards evidence in proceedings before it, that the provisions of section 147W of the Act apply. This section states:

*In all proceedings under this Part, the Board may, subject to section 156, receive as evidence any statement, document, information, or matter that may in its opinion assist it to deal effectively with the matter before it, whether or not it would be admissible as evidence in a court of law.*

- [12] The matter proceeded on the basis of an Agreed Statement of Facts. The Statement set out that the Respondent was engaged to carry out prescribed electrical work which included a switchboard replacement; the installation of a new ICP panel; the rewire of existing lighting and power circuits; the wiring of the shed; and the installation of outdoor lighting and power points. Following completion, the property owner engaged an Electrical Inspector to undertake an inspection of the installation as he had concerns with the standard of the workmanship. The Inspector found issues with the work including exposed connectors in cable joins in the cavity behind the switchboard, two caravan/portable structure sockets with no RCD protection; incorrectly rated circuit breakers; and with the number of junction boxes used.

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<sup>3</sup> [2016] HZHC 2276 at para 164

<sup>4</sup> *Z v Dental Complaints Assessment Committee* [2009] 1 NZLR 1

- [13] The Respondent returned to the property in January 2019 to remediate the issues identified. In April 2019, while carrying out unrelated prescribed electrical work at the property, another electrical worker found further issues with the installation that had been carried out by the Respondent. A further inspection was carried out, and a complaint was made.
- [14] In a telephone call to the Investigator the Respondent advised that he had worked as a maintenance electrician for a long time prior to being employed as a domestic electrician. He acknowledged that the work was out of his depth and that he did not have support from his employer. He was under a great amount of stress when he discovered that his employer was closing their branch in Hawkes Bay. He now works as a maintenance electrician. The Respondent noted that, as an act of good faith, he returned to the property in September 2019 and “replaced all of the wiring by pulling out the incorrect cables and replacing it with the correct type”. He then had the work inspected. Some issues were identified and rectified.
- [15] The Investigator engaged Mr David Olsen, an Electrical Inspector, to provide a technical review and report. His report resulted in the charges that were before the Board.
- [16] The Respondent acknowledged that he had carried out the prescribed electrical work and accepted Mr Olsen’s findings. He took full responsibility and accepted that he was working out of his depth. He is now back working as a maintenance electrician.
- [17] The general rule is that all facts in issue or relevant to the issue in a case must be proved by evidence. As the Investigator and Respondent agreed to the facts as outlined above, it was not necessary to call any further evidence or to test the evidence as outlined in the Statement.

### **Board’s Conclusion and Reasoning**

- [18] The Board has decided that the Respondent **has** negligently created a risk of serious harm to any person, or a risk of significant property damage, through having carried out or caused to be carried out prescribed electrical work being an offence under section 143(b)(ii) of the Act, in that, he:
- (a) provided incorrect conductor identification and/or
  - (b) provided no mechanical protection and left primary insulation exposed in junction box and/or
  - (c) installed a switch in a damp situation in the woolshed without the required IP rating.
- [19] The Board has also decided that the Respondent **has** provided a false or misleading return being an offence under section 143(f) of the Act, in that, he provided a Certificate of Compliance (CoC) for prescribed electrical work PEW that was found to be non-compliant

- [20] The Board made its decisions based on the Agreed Statement of Facts, the Respondent's acceptance of responsibility and on the basis of the following reasoning.

First Offence

- [21] The First Alleged Offence was laid in the alternatives of negligently creating a risk of serious harm or significant property damage or carrying out or causing to be carried out in a negligent or incompetent manner.

- [22] To make a finding on the First Alternative, the Board must make a finding that there was a risk of serious harm or significant property damage. Serious harm is defined in section 2 of the Act. It means:

*death; or  
injury that consists of or includes loss of consciousness; or  
a notifiable injury or illness as defined in section 23 of the Health and Safety at Work Act 2015.*

- [23] Significant property damage is not defined in the Act. Section 16(1)(b)(ii) of the Act, which relates to notification of accidents, also refers to serious harm and to property damage. In respect of damage it requires notification where there is:

*damage to any place or part of a place that renders that place or that part of that place unusable for any purpose for which it was used or designed to be used before that accident.*

- [24] As section 16 refers to both serious harm and to damage the Board considers significant property damage in section 143(b)(ii) should be interpreted in line with the definition in section 16(1)(b)(ii).

- [25] Actual serious harm or significant property damage need not occur. There need only be a risk that either might occur. The risk must be real in that there needs to be a material or substantial possibility, chance or likelihood that serious harm or significant property damage will occur. A real risk has also been described as one that a reasonable person would not brush aside as being far-fetched or fanciful<sup>5</sup>.

- [26] The First Alternative also requires that the Respondent be found to have been negligent. Negligence is the departure by an electrical worker, whilst carrying out or supervising prescribed electrical work, from an accepted standard of conduct. It is judged against those of the same class of licence as the person whose conduct is being inquired into. This is described as the *Bolam*<sup>6</sup> test of negligence which has been adopted by the New Zealand Courts<sup>7</sup>.

<sup>5</sup> Overseas Tankship (UK) Ltd v Miller Steamship Co Pty Ltd (The Wagon Mound No 2) [1967] 1 AC 617

<sup>6</sup> Bolam v Friern Hospital Management Committee [1957] 1 WLR 582

<sup>7</sup> Martin v Director of Proceedings [2010] NZAR 333 (HC), F v Medical Practitioners Disciplinary Tribunal [2005] 3 NZLR 774 (CA)

- [27] The New Zealand Courts have stated that the assessment of negligence in a disciplinary context is a two-stage test<sup>8</sup>. The first is for the Board to consider whether the practitioner has departed from the acceptable standard of conduct of a professional. The second is to consider whether the departure is significant enough to warrant a disciplinary sanction.
- [28] When considering what an acceptable standard is the Board must have reference to the conduct of other competent and responsible practitioners and the Board's own assessment of what is appropriate conduct, bearing in mind the purpose of the Act<sup>9</sup>. The test is an objective one, and in this respect, it has been noted that the purpose of discipline is the protection of the public by the maintenance of professional standards and that this could not be met if, in every case, the Board was required to take into account subjective considerations relating to the practitioner<sup>10</sup>.
- [29] The Board notes that the purposes of the Act are:

**1A Purposes**

*The purposes of this Act are—*

- (a) *to provide for the regulation, supply, and use of electricity in New Zealand; and*
- (b) *Repealed.*
- (c) *to protect the health and safety of members of the public in connection with the supply and use of electricity in New Zealand; and*
- (d) *to promote the prevention of damage to property in connection with the supply and use of electricity in New Zealand; and*
- (da) *to provide for the regulation of fittings and electrical appliances that are, or may be, exported pursuant to an international trade instrument; and*  
*to provide for the regulation of electrical workers.*

- [30] The Board also notes, as regards acceptable standards, that all building work must comply with the Electricity (Safety) Regulation 2010 and the cited Standards and Codes of Practice in Schedule 2 of the Regulations. As such, when considering what is and is not an acceptable standard, they must be taken into account.
- [31] Turning to seriousness in *Collie v Nursing Council of New Zealand*<sup>11</sup> the Court's noted, as regards the threshold for disciplinary matters, that:

*[21] Negligence or malpractice may or may not be sufficient to constitute professional misconduct and the guide must be standards applicable by competent, ethical and responsible practitioners and there must be behaviour*

<sup>8</sup> *Martin v Director of Proceedings* [2010] NZAR 333 (HC), *F v Medical Practitioners Disciplinary Tribunal* [2005] 3 NZLR 774 (CA)

<sup>9</sup> *Martin v Director of Proceedings* [2010] NZAR 333 at p.33

<sup>10</sup> *McKenzie v Medical Practitioners Disciplinary Tribunal* [2004] NZAR 47 at p.71

<sup>11</sup> [2001] NZAR 74

*which falls seriously short of that which is to be considered acceptable and not mere inadvertent error, oversight or for that matter carelessness.*

- [32] The Board’s finding of negligence relates to the Respondent leaving the installation in a dangerous and electrically unsafe state. In this instance, the Board would go further and state that the Respondent was incompetent. Incompetence is a lack of ability, skill or knowledge to carry out or supervise prescribed electrical work to an acceptable standard. *Beattie* put it as “*a demonstrated lack of the reasonably expected ability or skill level*”. In *Ali v Kumar and Others*<sup>12</sup> it was stated as “*an inability to do the job*”.
- [33] Given the above factors the Board, which includes persons with extensive experience and expertise in carrying out and supervising prescribed electrical work, considered the Respondent has departed from what the Board considers to be an accepted standard of conduct and that the conduct was sufficiently serious enough to warrant a disciplinary outcome.

### Second Offence

- [34] The Second charge relates to the provision of a false or misleading return. In determining whether a return is false or misleading is a question of fact to be decided objectively and the intention of the issuer is irrelevant<sup>13</sup>. As such, the submissions that the return was not deliberately issued as a false or misleading return is irrelevant. The lack of intention may, however, go to mitigation.
- [35] The return referred to is issued under the Regulations. There is a requirement that an Electrical Safety Certificate be issued for all prescribed electrical work. It must contain a statement to the effect that the installation or part installation is connected to a power supply and is safe to use. There is also a requirement that a CoC is issued for high and general risk prescribed electrical work. A CoC must state that the prescribed electrical work has been done lawfully and safely and that the information in the certificate is correct.
- [36] Given the findings in respect of the prescribed electrical work, it follows that the certified work was not safe. Nor had it been done lawfully.

### **Penalty, Costs and Publication**

- [37] Having found that one or more of the grounds in section 143 applies the Board must, under section 147M of the Act<sup>i</sup>, consider the appropriate disciplinary penalty, whether the Respondent should be ordered to pay any costs and whether the decision should be published.
- [38] The matter was dealt with on the papers. Included was information relevant to penalty, costs and publication and the Board has decided to make the appropriate orders.

<sup>12</sup> *Ali v Kumar and Others* [2017] NZDC 23582 at [30]

<sup>13</sup> *Taylor Bros Ltd v Taylor Group Ltd* [1988] 2 NZLR 1



Penalty

[39] The purpose of professional discipline is to uphold the integrity of the profession; the focus is not punishment, but the enforcement of a high standard of propriety and professional conduct. The Board does note, however, that the High Court in *Patel v Complaints Assessment Committee*<sup>14</sup> commented on the role of “punishment” in giving penalty orders stating that punitive orders are, at times, necessary to provide a deterrent and to uphold professional standards. The Court noted:

*[28] I therefore propose to proceed on the basis that, although the protection of the public is a very important consideration, nevertheless the issues of punishment and deterrence must also be taken into account in selecting the appropriate penalty to be imposed.*

[40] The Board also notes that in *Lochhead v Ministry of Business Innovation and Employment*<sup>15</sup> the Court noted that whilst the statutory principles of sentencing set out in the Sentencing Act 2002 do not apply to the Electricity Act they have the advantage of simplicity and transparency. The Court recommended adopting a starting point for a penalty based on the seriousness of the disciplinary offending prior to considering any aggravating and/or mitigating factors. The same applies to disciplinary proceedings under the Electricity Act.

[41] There were aggravating factors. The standard of the work was very poor, and fundamental safety and compliance errors were made. The Board has noted that the Respondent was not only negligent but also incompetent.

[42] The finding of incompetence requires a penalty that addresses the Respondent’s deficiencies. A training order is, therefore, appropriate.

[43] Based on the above, the Board’s penalty decision is that the Respondent is, at his own cost and within six months of this order, to:

- (a) successfully complete the Stage 1,2 and 3 Practical Assessment Course and passes the Board’s Stage 1,2 and 3 Practical Assessments; and
- (b) successfully completes the Regulations Course and pass the Board’s Regulations Exam.

Costs

[44] Under section 147N of the Act the Board may require the Respondent to pay the Board any sum that it considers just and reasonable towards the costs and expenses of, and incidental to the investigation, prosecution and the hearing.

[45] The Respondent should note that the High Court has held that 50% of total reasonable costs should be taken as a starting point in disciplinary proceedings and

<sup>14</sup> HC Auckland CIV-2007-404-1818, 13 August 2007 at p 27

<sup>15</sup> 3 November 2016, CIV-2016-070-000492, [2016] NZDC 21288

that the percentage can then be adjusted up or down having regard to the particular circumstances of each case<sup>16</sup>.

- [46] In *Collie v Nursing Council of New Zealand*<sup>17</sup> where the order for costs in the tribunal was 50% of actual costs and expenses, the High Court noted that:

*But for an order for costs made against a practitioner, the profession is left to carry the financial burden of the disciplinary proceedings, and as a matter of policy that is not appropriate.*

- [47] Based on the above, the Board's costs order is that the Respondent is to pay the sum of \$450 toward the costs of and incidental to the matter. In setting the amount of costs the Board took into account that the Respondent had agreed to the matter proceeding by way of an Agreed Statement of Facts.

### Publication

- [48] As a consequence of its decision, the Respondent's name and the disciplinary outcomes will be recorded in the public register as required by the Act<sup>18</sup>. The Board can, pursuant to section 147Z of the Act, also order publication over and above the public register notation. Under section 147Z the Board may, if no appeal is brought within 20 working days of its decision, direct the Registrar to cause a notice stating the effect of the decision or order, the reasons for the decision or order, and (unless the Board directs otherwise) the name of the person in respect of whom the decision or order was made, to be published in the Gazette and any other publications as may be directed by the Board.
- [49] As a general principle, such further public notification may be required where the Board perceives a need for the public and/or the profession to know of the findings of a disciplinary hearing. This is in addition to the Respondent being named in this decision.
- [50] Within New Zealand there is a principle of open justice and open reporting which is enshrined in the Bill of Rights Act 1990<sup>19</sup>. The Criminal Procedure Act 2011 sets out grounds for suppression within the criminal jurisdiction<sup>20</sup>. Within the disciplinary hearing jurisdiction the courts have stated that the provisions in the Criminal Procedure Act do not apply but can be instructive<sup>21</sup>. The High Court provided guidance as to the types of factors to be taken into consideration in *N v Professional Conduct Committee of Medical Council*<sup>22</sup>.

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<sup>16</sup> *Cooray v The Preliminary Proceedings Committee* HC, Wellington, AP23/94, 14 September 1995, *Macdonald v Professional Conduct Committee*, HC, Auckland, CIV 2009-404-1516, 10 July 2009, *Owen v Wynyard* HC, Auckland, CIV-2009-404-005245, 25 February 2010.

<sup>17</sup> [2001] NZAR 74

<sup>18</sup> Refer sections 128 of the Act

<sup>19</sup> Section 14 of the Act

<sup>20</sup> Refer sections 200 and 202 of the Criminal Procedure Act

<sup>21</sup> *N v Professional Conduct Committee of Medical Council* [2014] NZAR 350

<sup>22</sup> *ibid*

- [51] The courts have also stated that an adverse finding in a disciplinary case usually requires that the name of the practitioner be published in the public interest<sup>23</sup>. It is, however, common practice in disciplinary proceedings to protect the names of other persons involved as naming them does not assist the public interest.
- [52] Based on the above, the Board will publish a general article in the Electron summarising the matter but will not order further publication. The Respondent will be identified in the Electron.

### **Penalty, Costs and Publication Orders**

- [53] For the reasons set out above, the Board directs that:

**Penalty:** Pursuant to section 147M(1)(e) of the Electricity Act 1992, the Respondent must, at his own cost and within six months of this order to the satisfaction of the Registrar:

- (a) successful completes the Stage 1,2 and 3 Practical Assessment Course and passes the Board's Stage 1,2 and 3 Practical Assessments; and
- (b) complete the Regulations Course and pass the Board's Regulations Exam.

**Costs:** Pursuant to section 147N of the Act, the Respondent is ordered to pay costs of \$450 (GST included) towards the costs of, and incidental to, the inquiry of the Board.

**Publication:** The Registrar shall record the Board's action in the Register of Electrical Workers in accordance with section 128(1)(c)(viii) of the Act.

**The Respondent will be named in this decision.**

**A summary of the matter will be published by way of an article in the Electron which will focus on the lessons to be learnt from the case. The Respondent will be named in the publication.**

- [54] The Respondent should note that the Board may refuse to relicense an electrical worker who has not paid any fine or costs imposed on them.

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<sup>23</sup> Kewene v Professional Conduct Committee of the Dental Council [2013] NZAR 1055

## Right of Appeal

[55] The right to appeal Board decisions is provided for in section 147ZA and 147ZB of the Act<sup>ii</sup>.

Signed and dated this 29<sup>th</sup> day of June 2020



**Mel Orange**  
Presiding Member

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### <sup>i</sup> Section 147M of the Act

- (1) *If the Board, after conducting a hearing, is satisfied that a person to whom this Part applies is guilty of a disciplinary offence, the Board may—*
- (a) *do 1 or more of the following things:*
    - (i) *order that the person's registration or practising licence (or both) be cancelled:*
    - (ii) *order that the person's provisional licence be cancelled:*
    - (iii) *order that the person may not apply to be reregistered or re-licensed before the expiry of a specified period:*
  - (b) *order that the person's registration or practising licence (or both), or the person's provisional licence, be suspended—*
    - (i) *for any period that the Board thinks fit; or*
    - (ii) *until that person does 1 or more of the things specified in subsection (2):*
  - (c) *order that the person's registration or practising licence (or both), or the person's provisional licence, be restricted for any period that the Board thinks fit, in either or both of the following ways:*
    - (i) *by limiting the person to the work that the Board may specify:*
    - (ii) *by limiting the person to doing, or assisting in doing, work in certain circumstances (for example, by limiting the person to work only on approved premises or only in the employ of an approved employer):*
  - (d) *order that the person be disqualified from doing or assisting in doing prescribed electrical work that the person would otherwise be authorised to do in that person's capacity as a person to whom this Part applies—*
    - (i) *permanently, or for any period that the Board thinks fit; or*
    - (ii) *until that person does 1 or more of the things specified in subsection (2):*
  - (e) *order the person to do 1 or more of the things specified in subsection (2) within the period specified in the order:*
  - (f) *order the person to pay a fine not exceeding \$10,000:*
  - (g) *order that the person be censured:*
  - (h) *make no order under this subsection.*
- (2) *The things that the person can be required to do for the purposes of subsection (1)(b), (d), and (e) are to—*
- (a) *pass any specified examination:*
  - (b) *complete any competence programme or specified period of training:*

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- (c) attend any specified course of instruction.
  - (3) The Board may take only 1 type of action in subsection (1) in relation to a case, except that it may impose a fine under subsection (1)(f) in addition to taking the action under subsection (1)(b), (c), (e) or (g).
  - (4) No fine may be imposed under subsection (1)(f) in relation to an act or omission that constitutes an—
    - (a) offence for which the person has been convicted by a court; or
    - (b) infringement offence for which the person has been issued with an infringement notice and has paid an infringement fee.
  - (5) The Board must not exercise any authority conferred by this section in respect of any offence committed by any person before the date of that person's registration or, as the case may be, the date on which that person's provisional licence was issued if at that date the Board was aware of that person's conviction for that offence.
  - (6) If a person is registered under Part 10 in respect of more than 1 class of registration, the Board may exercise its powers under subsection (1)(a) to (e) in respect of each of those classes or 1 or more of those classes as the Board thinks fit.]

#### **<sup>ii</sup> Section 147ZA Appeals**

- (1) A person who is dissatisfied with the whole or any part of any of the following decisions, directions, or orders may appeal to the District Court against the decision, direction, or order:
  - (e) any decision, direction, or order under any of sections 108, 109, 120, 133, 137, and 153 or Part 11 (except section 147C).

#### **Section 147ZB Time for lodging appeal**

An appeal under section 147ZA must be brought within—

- (a) 20 working days after notice of the decision, direction, or order was given to, or served on, the appellant; or
- (b) any further time that the District Court may allow on application made before or after the expiration of that period.