



06 OCT, 2024

## Body cams slash Customs complaints

New Sunday Times, Malaysia



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**KUALA LUMPUR:** Complaints involving Customs officers have dropped by nearly 40 per cent following the introduction of body-worn cameras (BWCs).

Customs Department director general Datuk Anis Rizana Mohd Zainudin said they had seen a drop in complaints after their personnel began wearing BWCs.

"Thirteen cases were recorded between Aug 1, 2022, and July 31 last year.

"Once the BWCs were introduced, we saw cases drop to eight between Aug 1 last year and July 31 this year," she told the *New Sunday Times* (NST) recently.

She said the records revealed a 38.46 per cent drop in complaints, which proves that the BWCs had increased the level of integrity of her officers.

"Sixty units have been leased to our department for 36 months," she said, adding that these units were distributed to personnel in five locations.

She said the cameras were in use by personnel at the Customs Department headquarters, Kuala Lumpur International Airport terminals 1 and 2, as well as the department's Selangor and Johor branches.

"The cameras are under our management and their data is sent to a unit to be stored."

The NST reported yesterday



*Datuk Anis Rizana Mohd Zainudin*

that the police were drawing up guidelines for the use of BWCs by its personnel.

Inspector-General of Police Tan Sri Razarudin Husain said they were expected to finalise the standard operating procedure (SOP) by the end of this year.

Once the SOP is in place, personnel wearing the cameras must follow it strictly or face disciplinary action.

Priority would be given to motorcycle patrol units, patrol car units, Traffic Enforcement and Investigation Department personnel, as well as those on crime prevention rounds.

Anis Rizana said she hoped to expand the use of these cameras to frontline Customs personnel.

**By Austin Camoens**



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### SUMMARIES

KUALA LUMPUR: Complaints involving Customs officers have dropped by nearly 40 per cent following the introduction of body-worn cameras (BWCs). Customs Department director general Datuk Anis Rizana Mohd Zainudin said they had seen a drop in complaints after their personnel began wearing BWCs. “Thirteen cases were recorded between Aug 1, 2022, and July 31 last year.