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For the public good

The Star, Malaysia



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I refer to the letter "Set up units to monitor all complaints from the public" (*The Star*, Feb 1; online at <https://bit.ly/3DCqAZF>). I fully support the suggestion and also agree that more resources should be put in to address complaints from the public. That said, there are government departments and agencies that serve the public efficiently and promptly. Among them are the EPF and Immigration Department, where I had my passport renewed within an hour! Tenaga Nasional also deserves a mention. It is always quick to respond to customers' needs through its Careline service. – M. Kaur, Petaling Jaya