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Lost and Found Item Recovery System

Dr. Trupti Meshram[1], Yash Gahane[2], Yash Kose[4], Yash Mokaddam[6], Vishwas Pakmode[3], Utkarsh Tripathi[5], Vivek Jabhor[7]
Department of Computer Science & Engineering, G H Raisoni University Amravati, MH, India

Abstract: ***The Lost and Found Item Recovery System is a secure web-based platform designed to facilitate efficient reporting, tracking, and recovery of lost materialistic items within specific zones. The system bridges the communication gap between citizens and administrative officers responsible for managing lost and found processes. By automating complaint registration, officer assignment, and item recovery workflows, the system ensures transparency, accountability, and real-time updates. Role-based access control allows users, officers, and administrators to interact securely while maintaining data integrity. This paper discusses the system's architecture, methodology, implementation, and its potential contribution toward improving public service digitalization and e-governance efficiency.***

Keywords: Lost and found management, item recovery, e-governance, web application, secure authentication, digital tracking, transparency.

I. INTRODUCTION

The management of lost and found items has traditionally relied on manual record-keeping and paper-based complaint systems. While these methods have served their purpose in the past, they are often inefficient, time-consuming, and vulnerable to data loss or miscommunication. Individuals who lose personal belongings frequently face prolonged delays and uncertainty due to a lack of coordination between the public and administrative authorities. Such limitations highlight the pressing need for a more reliable, transparent, and technology-driven approach to managing lost-and-found cases.

In response to these challenges, the Lost and Found Item Recovery System was conceptualized and developed to digitalize the entire process of item recovery .The system integrates complaint registration, verification, and resolution into a unified online platform. Users can easily register and submit detailed reports of their lost belongings through an intuitive web interface, while authorized officers handle verification, matching, and recovery tasks via a secure dashboard. Administrators supervise the system's overall operation—ensuring smooth coordination, maintaining data security, and monitoring response times for improved public service delivery. By shifting from a manual to a digital ecosystem, this system enhances accountability, reduces paperwork, and ensures that every reported case is traceable and efficiently managed. It also bridges the communication gap between citizens and authorities, fostering faster responses and higher recovery rates.

This initiative aligns with the broader vision of digital governance and smart city solutions, promoting transparency and convenience through modern web technologies. The Lost and Found Item Recovery System represents a practical step toward building citizen-centric e-governance platforms—where technology empowers people, streamlines workflows, and ensures that no lost item goes unnoticed in the digital age.

II. LITERATURE REVIEW

In recent years, the digitization of public grievance handling has transformed traditional manual systems into smart, automated web-based complaint management platforms. These advancements have enabled structured communication between citizens and authorities while minimizing paperwork and administrative delays. Kumar et al. (2022) presented a comprehensive study on web-enabled complaint management systems, demonstrating how centralized digital platforms simplify complaint submission, tracking, and resolution. Their research emphasized the role of user-friendly interfaces and integrated notification systems in improving accessibility and responsiveness across departments [1]. Similarly, Sharma and Patel (2023) explored the adoption of Role-Based Access Control (RBAC) in civic management systems, establishing its significance in maintaining secure and structured interaction between multiple user groups. By assigning specific roles to users, officers, and administrators, their study illustrated how RBAC enhances data privacy, reduces unauthorized access, and ensures accountability within large-scale digital infrastructures [2].

Further advancing the domain, Mehta et al. (2023) investigated workflow automation techniques for optimizing complaint redressal systems. They designed a dynamic backend routing model that automatically assigns complaints based on type or geographic zone, reducing human intervention and improving process efficiency.

Their findings revealed that automation significantly decreases operational lag and fosters transparency in grievance management [3]. In parallel, Iyer and Thomas (2024) proposed a real-time notification and tracking module that integrates dashboard alerts and email updates to keep users informed throughout the complaint lifecycle. Their implementation demonstrated that continuous communication not only improves citizen satisfaction but also strengthens institutional trust by ensuring visibility at every stage of resolution [4].

Recent developments have also highlighted the necessity of data security and integrity in online complaint management systems. Singh et al. (2024) introduced a Django-based architecture incorporating encrypted transactions, hashed passwords, and audit logs to ensure robust data protection. Their approach leveraged Django's ORM and authentication mechanisms to prevent unauthorized access and maintain long-term record traceability [5]. Collectively, these studies reflect a clear trend toward building transparent, secure, and automated complaint management ecosystems. The integration of web-based accessibility, RBAC frameworks, workflow automation, and secure data handling demonstrates how digital transformation can redefine efficiency and accountability in modern public service systems.

Table: Summary Of Selected Research Works Highlighting The Evolution Of Lost And Found

Author(s) & Year	Title / Study Focus	Methodology / Technology Used	Key Findings / Contributions	Limitations / Remarks
Sharma & Singh (2021)	Web-Based Complaint System	Web Architecture Study	Introduced citizen feedback mechanism	No automation in routing
Choudhary & Patil (2022)	IoT-Web Public Service Platform	IoT Integration	Real-time tracking and feedback loop	Costly IoT setup
Khan & Rane (2023)	RBAC in Django Framework	Role-Based Authentication Study	Strong access security design	Missing communication link
Kumar & Joshi (2024)	Digital Grievance Portals	Case Study	Showed improvement in transparency	Lacked admin analytics
Thapaliya (2025)	Citizen Transparency Portal	Audit Trail Design	Ensured process traceability	No integration of notifications

A. Summary of Identified Gaps

Across all reviewed studies and practical applications, common limitations include:

1) Over-reliance on static data and minimal automation.
2) Lack of real-world validation and scalability testing.
3) Limited use of modern web frameworks like Django for secure RBAC integration.
4) Weak notification mechanisms for communication and transparency.
5) Poor adaptability across different administrative domains.

These gaps highlight the need for lightweight, transparent, and real-time complaint management systems that integrate secure web technologies with automated workflows — a need fulfilled by the proposed system.

III. MAIN CONCEPTS

A. Web-Based Complaint Management

A web-based complaint management system provides a structured and efficient way for users and authorities to interact digitally. Through this online framework, users can report lost or found items from any connected device, thereby reducing paperwork and eliminating manual delays. The centralized digital interface integrates user accounts, complaint forms, and automated notifications, ensuring timely responses and streamlined communication. By digitizing complaint registration and monitoring, the system reduces operational overhead and promotes transparency in the recovery process. Such web-based systems not only simplify information flow but also enhance accountability, ensuring that every registered complaint is traceable and efficiently managed throughout its lifecycle.

B. Role-Based Access Control (RBAC)

Role-Based Access Control (RBAC) plays a vital role in maintaining security and data segregation within the Lost and Found Item Recovery System. Each participant in the system—user, officer, or administrator—has defined permissions and responsibilities to ensure proper workflow management. The user can register complaints and track updates, the officer handles assigned cases and verifies details, and the administrator oversees all activities, manages data, and generates analytical reports. This structured separation of duties not only safeguards sensitive information but also ensures that each role interacts only with authorized components of the system. By implementing RBAC, the platform upholds integrity, prevents unauthorized access, and maintains a secure operational environment aligned with modern digital governance practices.

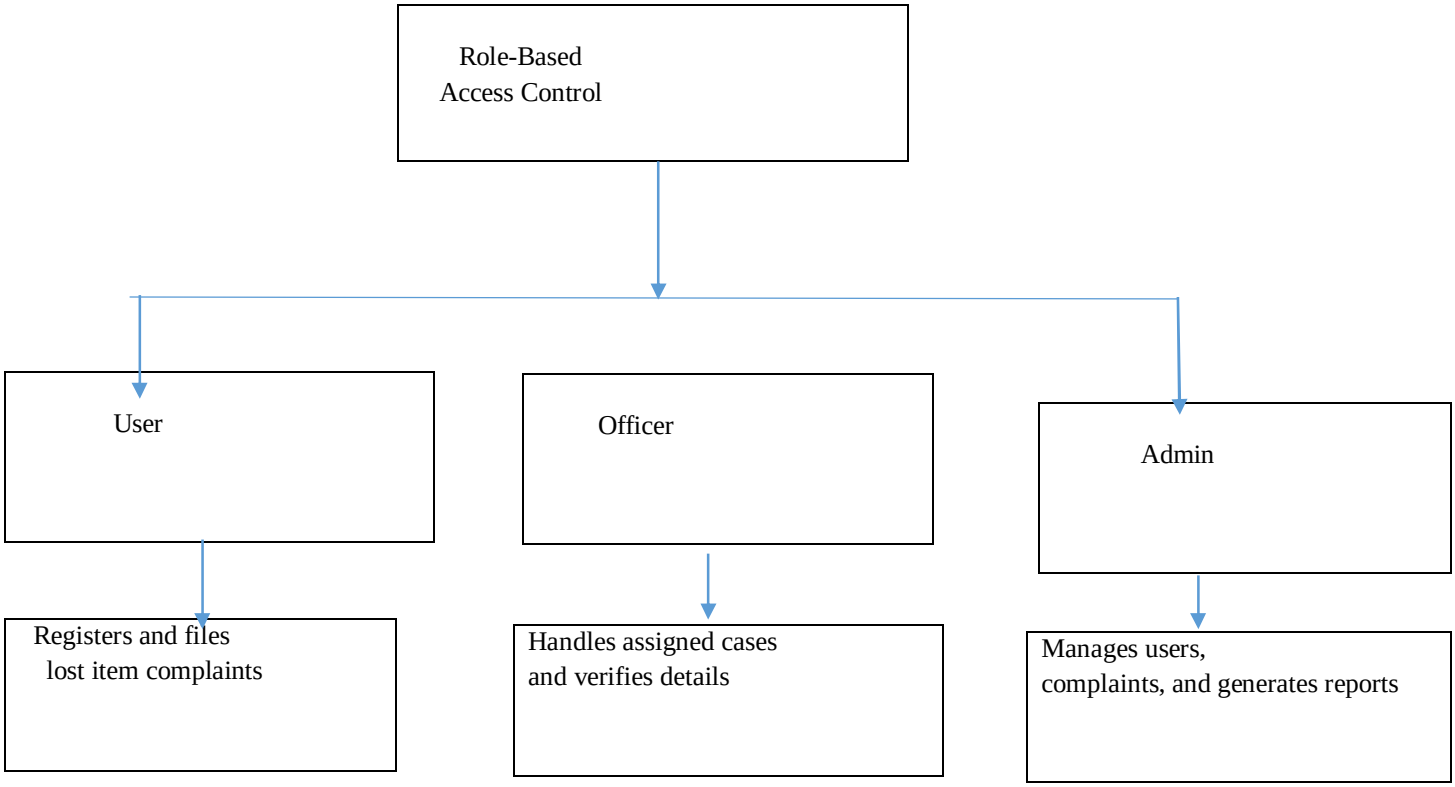

Fig 1: Role-Based Access Control

C. Workflow Automation

Automation is at the core of the system's efficiency, enabling dynamic routing and handling of complaints based on predefined logic. Once a user registers a complaint, the system automatically assigns it to the appropriate officer depending on factors such as category or geographic zone. The automated workflow encompasses several interconnected stages, including complaint submission, officer assignment, verification, notification updates, and final resolution. Each stage is digitally recorded to maintain traceability and ensure prompt follow-up. This automated process eliminates manual intervention, minimizes human error, and strengthens accountability by ensuring that every step is systematically monitored and executed. As a result, the overall resolution process becomes faster, more reliable, and more transparent.

D. Real-Time Notification and Tracking

To keep users continuously informed, the system integrates real-time notification and tracking mechanisms. Updates such as "Complaint Under Review," "Verification in Progress," or "Item Found" are automatically generated and communicated to users via email and dashboard alerts. This constant information flow fosters trust and enhances user satisfaction by ensuring transparency throughout the process. Moreover, by providing instant access to complaint status and resolution progress, the platform encourages better user engagement and reduces uncertainty. Real-time tracking is thus not merely a convenience feature but a vital element of the system's design philosophy, aligning it with the transparency and responsiveness goals of e-governance initiatives.

E. Secure Data Management

Data security is fundamental to the system's reliability and sustainability. The Lost and Found Item Recovery System employs Django's Object Relational Mapper (ORM) and built-in authentication features to ensure that all data transactions are securely handled. Encryption techniques, hashed passwords, and detailed audit logs are used to maintain data confidentiality and integrity. Every interaction within the system—whether user login, complaint registration, or officer verification—is securely recorded, enabling traceability and preventing unauthorized modifications. These measures collectively establish a resilient digital environment that safeguards sensitive information while maintaining trust among users and administrators. By prioritizing security alongside functionality, the system demonstrates how digital platforms can combine efficiency with robust protection standards in modern civic applications.

IV. DISCUSSION

In this study, we discussed how the evolution of digital governance has influenced modern complaint-management practices and how these insights shaped the design of the Lost and Found Item Recovery System. The review highlighted that earlier researchers consistently emphasized the need for centralized, transparent, and automated platforms to overcome challenges found in traditional manual complaint-handling processes. Through this perspective, we examined how digital systems reduce administrative workload, improve communication between citizens and authorities, and enhance overall accountability.

We also discussed the recurring limitations identified in past approaches, particularly the dependence on scattered paper-based records, inconsistent communication, and the absence of real-time complaint tracking. These gaps often resulted in delays, limited traceability, and reduced citizen trust. Our system directly addresses these issues by incorporating end-to-end digital tracking, real-time notifications, and dashboard-based monitoring to ensure complete transparency during every stage of the process.

Another key point of discussion was the significance of secure and structured user access. Several studies highlighted the value of adopting role-based access mechanisms to safeguard data and maintain operational clarity. Building on this principle, we integrated distinct access privileges for administrators, officers, and users to ensure that each participant interacts only with authorized information. This not only protects data integrity but also makes the workflow more organized and efficient.

Lastly, we discussed the importance of automation and intelligent routing in modern e-governance systems. Prior research repeatedly stressed that automated workflows minimize human intervention, reduce delays, and improve service responsiveness. Inspired by these findings, our system incorporates automated complaint assignment, category-based routing, and live status updates to create a seamless and responsive digital environment.

Overall, the discussion reinforced that the proposed Lost and Found Item Recovery System aligns with the fundamental goals of contemporary e-governance: transparency, efficiency, security, and citizen-centric service delivery. By synthesizing insights from previous research and resolving their limitations, our system presents a refined and practical approach to digital complaint management.

V. CONCLUSION AND FUTURE SCOPE

This study presented a practical and accessible Web-Based Complaint and Lost & Found Management System designed to streamline user interaction, improve administrative efficiency, and ensure transparency in complaint and recovery processes. By integrating a dynamic web interface with a centralized database, the system enables users to register complaints or lost-item reports easily while allowing authorities to track, manage, and resolve them in real time. Unlike traditional manual reporting methods, the proposed platform emphasizes usability, scalability, and responsiveness, offering a user-friendly environment suitable for both institutional and public service applications.

The system contributes to the growing field of digital governance and citizen service automation by reducing human errors, accelerating communication between users and authorities, and enabling data-driven decision-making for faster issue resolution. The web-based implementation ensures platform independence and easy accessibility from any device, promoting accountability and operational transparency. This fusion of web technology and systematic workflow bridges the gap between public needs and efficient service management, transforming routine administrative tasks into organized digital operations.

Looking ahead, several promising directions can further enhance the system's capabilities. First, implementing AI-based image recognition can help automatically match found items with reported cases, improving the accuracy and efficiency of identification. Second, adding multilingual support would make the system more inclusive and accessible to users from diverse linguistic backgrounds. Third, integrating with municipal or institutional service portals could create a unified management ecosystem for complaints, suggestions, and public feedback.

Furthermore, the inclusion of mobile app support, push notifications, and cloud-based data analytics can enhance user engagement and system scalability. These advancements would not only improve user satisfaction but also strengthen the overall reliability and reach of the platform.

In conclusion, the combination of a web-based management interface and centralized complaint-handling architecture presents a sustainable, efficient, and user-centric solution for public grievance and lost-item management. With continued refinement through AI integration, multilingual accessibility, and institutional networking, the system can evolve into a comprehensive digital governance tool that fosters transparency, accountability, and improved citizen experience.

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Conflict of Interest: The authors declare that there are no conflicts of interest regarding the publication of this paper.

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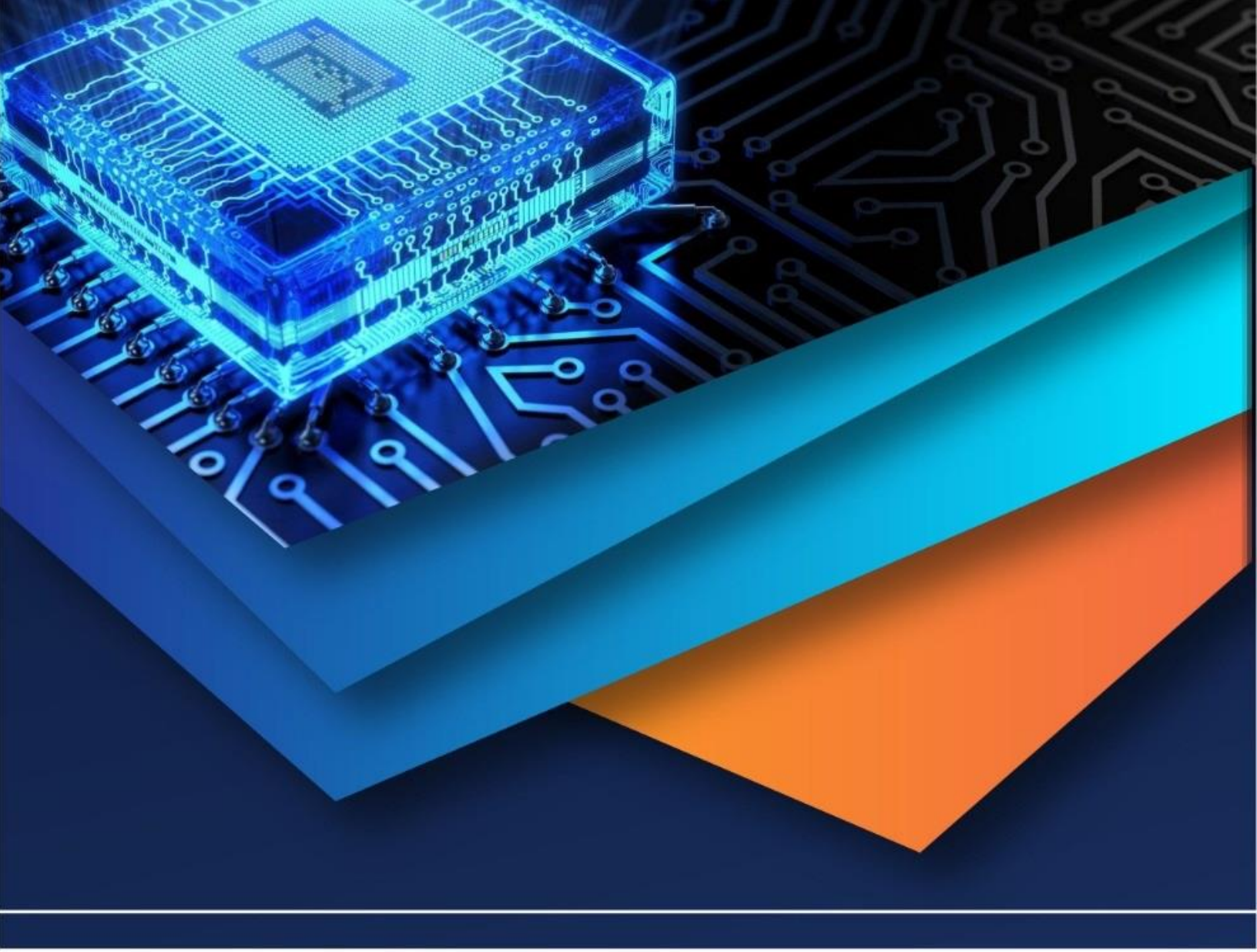

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