

**Criterion III  
Research,  
Innovations and  
Extension**



**RCMAS**  
RAJAGIRI COLLEGE OF MANAGEMENT &  
APPLIED SCIENCES

**RAJAGIRI COLLEGE OF MANAGEMENT AND APPLIED SCIENCES**

RAJAGIRI VALLEY P.O, KAKKANAD, KERALA 682039

An ISO 9001 : 2015 Certified Institution

Affiliated to Mahatma Gandhi University, Kottayam and Approved by AICTE

**3.3**

**Research Publication and Awards**

**3.3.1**

**Link to the papers on the Institutional Website**

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# RCMAS

RAJAGIRI COLLEGE OF MANAGEMENT &  
APPLIED SCIENCES

(Affiliated to Mahatma Gandhi University, Kottayam)

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## Declaration of the Principal

This is to certify that 3 research papers were published in Journals notified in UGC Care list by staff of Rajagiri College of Management and Applied Sciences during the last five years (2019-2024)

Sl No:	Year	Name of the Author	Title of the Paper
1	2023	Diana Joseph	Impact of GST on Various Sectors of Indian Economy
2	2021	Veena Renjini S	Customer and Restaurant Satisfaction of Online Food Delivery Applications with Reference to Kochi City
3	2020	Veena Renjini S	E-Waste and Health Hazards



  
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**List of research papers published in the Journals notified on UGC CARE list during the last five years**

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Sl No.	Year	Name of the Author	Title of the Paper	Link to article / paper / abstract of the article
1	2023	Diana Joseph	Impact of GST on Various Sectors of Indian Economy	<a href="https://www.rajagiri-college.edu.in/wp-content/uploads/2024/07/Impact-of-Gst-on-Various-Sectors-of-Indian-Economy.pdf">https://www.rajagiri-college.edu.in/wp-content/uploads/2024/07/Impact-of-Gst-on-Various-Sectors-of-Indian-Economy.pdf</a>
2	2021	Veena Renjini S	Customer and Restaurant Satisfaction of Online Food Delivery Applications with Reference to Kochi City	<a href="https://www.rajagiri-college.edu.in/wp-content/uploads/2024/07/Customer-and-Restaurant-Satisfaction-of-Online-Food-Delivery-Applications-with-Reference-to-Kochi-City.pdf">https://www.rajagiri-college.edu.in/wp-content/uploads/2024/07/Customer-and-Restaurant-Satisfaction-of-Online-Food-Delivery-Applications-with-Reference-to-Kochi-City.pdf</a>
3	2020	Veena Renjini S	E-Waste and Health Hazards	<a href="https://www.rajagiri-college.edu.in/wp-content/uploads/2024/07/E-Waste-and-Health-Hazards.pdf">https://www.rajagiri-college.edu.in/wp-content/uploads/2024/07/E-Waste-and-Health-Hazards.pdf</a>



*Veena*

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**Veena Renjini S**, Assistant Professor, Dept. of Logistics, Rajagiri College of Management and Applied Science, Rajagiri Valley, Kakknad

**Jose Francis**, Assistant Professor, Dept. of Logistics, Rajagiri College of Management and Applied Science, Rajagiri Valley, Kakknad

**Diana Joseph**, Assistant Professor, Dept. of Logistics, Rajagiri College of Management and Applied Science, Rajagiri Valley, Kakknad

#### Abstract

This paper presents GST and its impact on various sectors of Indian Economy. The main focus of the study was on to understand the role and relevance of GST, how the economy and GDP of our nation affected by this. It is a general study, conducted with secondary data. It is found that GST has had positive and negative impacts in different sectors. We expect to have immediate positive impacts immediately after implementing it. We can see change in GST rates in certain products and services, in certain sectors until the ideal one is being found. But we can expect the growth of GDP (Gross Domestic Product) in a long run with the help of GST.

Key words: GST, CGST, SGST, IGST, Evasion, GDP.

#### INTRODUCTION

GST is a single national uniform tax levied across India on all goods and services. In GST, all Indirect taxes such as excise duty, central sales tax (CST) and value-added tax (VAT) etc. will be subsumed under a single regime. Introduction of The Goods and Services Tax (GST) expected as a significant step towards a comprehensive indirect tax reform in the country, which would lead India for its economic growth.

GST is known as the Goods and Services Tax. It is an indirect tax which has replaced many indirect taxes in India such as the excise duty, VAT, services tax, etc. In other words Goods and Service Tax (GST) is levied on the supply of goods and services. Goods and Services Tax Law in India is a comprehensive, multi-stage, destination-based tax that is levied on every value addition. GST is a single domestic indirect tax law for the entire country.

#### STATEMENT OF THE PROBLEM

The study of GST has been a challenging work for many. The project aims to study about how the introduction of GST has changed the functioning of different sectors in the Indian Economy. How people have welcomed the concept of GST.

It also focuses on how people have been supported by the GST and how GST has become a burden to various sectors in the country. It also tries to show how GST in the mere future is going to impact others in the short run and on how GST is going to contribute to the government and the people.

#### OBJECTIVES

1. To understand the concept of goods and service tax.
2. To know the GST Rate Structure.
3. To find out effect of GST on various sectors of economy.
4. To grasp the impact of GST in Indian economy.
5. To study the challenges for the implementations of GST in India.



## CUSTOMER AND RESTAURANT SATISFACTION OF ONLINE FOOD DELIVERY APPS WITH REFERENCE TO COCHIN CITY

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### Abstract

This paper presents customer and restaurant satisfaction of online food delivery apps. The main focus of the study was on to understand the role and relevance of services provided by online delivery apps, is there solution for the inconvenience faced by customers (if any). It is a general study, conducted with both primary and secondary data. It is found that there are some measures to improve customer convenience in online shopping. The study concludes with the suggestions that there should be provision of quality products in good package, better offers can be given and the apps can be more user-friendly. The increased use of smart phones and the availability of cheap internet services are also providing great opportunities for these apps to grow.

**Key words:** apps, adoption, start-ups, doorsteps, penetration.

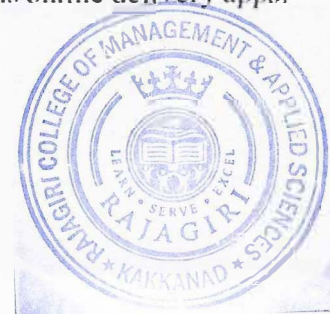
### INTRODUCTION

Online food delivery is the process of ordering food through websites or mobile apps. These apps are useful to both customers and restaurants. With an increase in population and the steady increase in working hours the time spent by people in their home has been reduced, forcing them to order food through online rather than cooking. It is not practically possible to frequently go to the restaurants. The website and app inform the customer of the food quality, duration of food preparation, and when the food is ready for pick up or the amount of time it will take for delivery.

Best food delivery apps in India are Swiggy, Zomato order, Uber eats, Foodpanda, Domino's, Pizza hut, JustEat, Faaso's, Tasty khana, FoodMingo. In this study we are mainly focusing on swiggy, zomato order and uber eats. Almost every restaurant provides these kinds of services to its customers as it is a growing trend in the society.

### STATEMENT OF THE PROBLEM

The purpose of the study is to understand the customer's and restaurant's perception towards online food delivery apps with special reference to Cochin City. Here we study from the point of view of both customer's and restaurant's as they both receive benefits from this online delivery apps.





## **E-Waste and Health Hazards**

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### *Abstract*

*This paper presents the effect of e-waste on the nature and health hazards caused by them. The main focus of the study was on to understand the electronic-waste facts and how it disturbs the nature and the living things in the world, is there any precaution or solution for the problems. It is a general study related with health, conducted with secondary data. It is find that there are some measures to dispose or recycle the e-waste and thus we can prevent the problems caused by e-waste. The study concludes that we should make others aware about the health hazards caused by e-waste, the seriousness of disposal of e-waste, the ways to dispose it and thus to keep ourselves away from the health hazards caused by e-waste.*

*Keywords : e-waste, hazards, dispose, recycle, remedy.*

