Buyer App Disclosure 1: Minimum standards for displaying search results (listing criteria)

This disclosure is being published as required under the third proviso to Clause 2.3.3 (k), Chapter 2 Business Rules, ONDC Network Policy.

Buyer App Name	RailRoute (railroute.in), ONDC subscriber ID **railroute.in**, Buyer App
Domain / category applicable on	ONDC:TRV11 Unreserved Ticket Booking (metro, intracity bus); ONDC:TRV12 Reserved Ticket Booking (intercity bus, flights); ONDC:TRV13 Accommodation Booking (hotels and stays)
Published at	https://railroute.in/legal/ondc-disclosures (current version, previous versions and changelog)

Version history

Date of release	Version no.	Changes made in this version
6 October 2026	1	First release, for the TRV11, TRV12 and TRV13 Buyer App profiles.

Summary

RailRoute does **not** exclude search results on the basis of seller performance, ratings, reviews, Buyer Finder Fee, commercial terms, or the identity of the Seller App. A result received from a Seller App is shown to the buyer unless it fails one of the objective, technical criteria below, each of which is enforced automatically in code and applies identically to every Seller App.

Listing criteria

S.No.	Listing criteria	How the criterion is measured over the ONDC Network
1	The on_search response is authentic.	The Authorization header must carry a valid Ed25519 signature over a BLAKE2b-512 digest of the body, verifiable against the sender's signing public key as published in the ONDC registry for that subscriber_id and unique key id, with registry status SUBSCRIBED and the key unexpired. A response that fails is answered with a NACK and nothing from it is displayed.
2	The response belongs to the search the buyer made.	context.action is on_search; context.domain and context.version match the request (TRV11 2.0.0, TRV12 2.0.0, TRV13 2.0.0); context.bap_id is railroute.in; context.transaction_id matches an open search.
3	The response arrives within the search window.	It is received within the context.ttl of the search request, which is PT30S (30 seconds) from the moment the search is sent. Later responses are answered with a timeout error and are not displayed for that search.
4	The result can actually be ordered.	Each item must carry a provider.id and an item.id, without which a select call cannot be built. Items missing either are not displayed; the seller's other items in the same response still are.
5	The response is not an error.	An on_search carrying an error object is treated as "no results" from that Seller App for that search.
6	TRV11 only, in the journey planner: a usable fare.	Where a metro or bus fare is shown inside a planned journey, the item's price must be a numeric value in INR, and only single-journey fares are considered. For that leg the planner shows the lowest such fare received across all Seller Apps; the full list of tickets remains available on the booking screen under criteria 1 to 5.

De-duplication

RailRoute applies **no** de-duplication. If the same seller or the same item reaches us through more than one Seller App, each copy is shown as a separate result, labelled with the provider name sent by that Seller App.

Variation by category

Criteria 1 to 5 are identical for every domain and category listed above. Criterion 6 applies only to TRV11 fares shown inside the journey planner.

Observation windows and suspension

RailRoute does not currently measure Seller App or seller operational performance, and does not suspend or hide sellers on that basis. If such a criterion is introduced, it will be published here as a new version, with an objective threshold and an observation window, before it is applied.

Whitelisting criteria for Seller Apps

None. RailRoute does not maintain a whitelist; any Seller App subscribed on the ONDC Network for the domain is eligible to have its results displayed.

Feedback and contact

Feedback from Seller Apps and sellers is welcome and is how these criteria will evolve. Write to **hello@railroute.in** (subject: "ONDC disclosure"). Grievance Redressal Officer: Dhruv Shah, Proprietor, RailRoute. We acknowledge within 48 hours.