

Buyer App Disclosure 2: Sorting parameters and their relative importance

This disclosure is being published as required under the first 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:TRV10 Ride Hailing (cabs, autos); 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.
7 October 2026	2	Adds ONDC:TRV10 Ride Hailing; states the accepted versions per domain; adds criterion 7 (TRV13 stays must be in the searched city); discloses the distance-first order of stays suggested alongside a train journey.

Parameters, in descending order of priority

Below are the parameters RailRoute uses to rank search results received from Seller Apps. They are listed in descending order of priority: the parameter with the highest weight is first. A lower parameter only decides between results the higher parameter ranks equal.

Rank	Sorting parameter	How the parameter is measured in the ONDC Network
1	Price, lowest first.	The item's price as sent by the Seller App in on_search: item.price.value, or, where the Seller App sends a range, item.price.minimum_value. Compared as a number in INR. RailRoute's App Convenience Fee is not part of this comparison. Items with no price are placed after every priced item.
2	Order of arrival.	Results with equal price keep the order in which their on_search responses reached railroute.in, and, within one response, the order of providers and items in the Seller App's catalogue.

What is not used

No other parameter affects order. In particular RailRoute does not rank by Buyer Finder Fee or any other commercial term, sponsored or paid placement, the identity of the Seller App or seller, ratings, or the buyer's personal data.

Buyer-selected views

In the journey planner, the buyer chooses how whole journeys are ordered (for example fastest or cheapest), and a journey may combine a TRV11 or TRV12 leg with other transport. An ONDC fare enters that ordering only as the journey's price. The Seller App that supplied the fare plays no part.

Variation by category

The parameters and their order are the same for every domain and category listed above: TRV10 (rides), TRV11, TRV12 (bus and flight) and TRV13, with one exception: in the short list of stays suggested alongside a train journey ("Complete your trip"), stays are ordered first by straight-line distance from the arrival station (computed from the Seller App's location.gps; stays without coordinates last), then by the price parameter above. The full hotel search keeps the price order.

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.