Network Observability and Open Data Framework on ONDC Network

Notification No.: 2023/06/14/01

Version	Issued on	Description
1.0[1]	14th June 2023	- Released to the NPs
1.1[2]	16th October 2023	- Amended notification to include data handling policy in Annexure 6 - Inclusion of on_search API in transaction log submission requirement in Annexure 1, owing to protocol changes in API contract v1.2 - Simplification and addition of samples in Annexure 4.
1.2[2]	27th August 2024	- Added clause 7 (d) for metrics to be published under Open Data Framework - Renumbered erstwhile Annexures 4, 5, 6 to 5, 6 and 7 respectively - Added annexure 4 on methodology for computation of metrics under open data framework - Changed the term Personal Information to Personal Data which will be in accordance with the Digital Personal Data Protection Bill 2023
1.3	15th October 2024	- Renumbered erstwhile Annexure 5, 6, 7 to 6, 7, 8 respectively - Added Annexure 5 for metrics which will be published for Financial Services (Credit) along with the computation mechanism for the metrics - Added metrics calculated for Logistics and Mobility domains under Annexure 3

[1] Network Observability on the ONDC Network, 14 June 2023, https://ondc-static-website-media.s3.ap-south-1.amazonaws.com/ondc-website-media/downloads/notifications/ONDC_Notification_Network_Observability_on_ONDC_Network_14June2023.pdf

[2] Network Observability and Open Data Framework on ONDC Network, version 1.2, 27th August 2024, https://ondc-static-website-media.s3.ap-south-1.amazonaws.com/ondc-website-media/downloads/notifications/network_observability_and_open_data_framework_on_ondc_network.pdf

1. Context

Open Network for Digital Commerce (ONDC) is a unique initiative which has been established to democratise and level the playing field of digital commerce. This is made possible in ONDC's open network architecture which is primarily based on principles of 'Unbundling' and 'Interoperability'. By making the *unbundled* entities of the e-commerce value chain to be technically compatible with each other or *interoperable*, ONDC makes it possible for entities performing a certain function or leg of the value chain to now participate in an e-commerce transaction, thereby reducing barriers to entry.

In the ONDC Network's decentralised setup, where decisions and operations are distributed amongst the unbundled Network Participants, there is no central operator which has visibility of how the Network, at large, is performing at an aggregated, Network-wide level. As a result, there exists no mechanism to identify any successful trends or early warning indicators of network trust, at a network-wide level.

In the 4th User Council meeting held on 18th May 2023, it was agreed between the Members for the need to implement a network-wide program, which can enable observation of key metrics which determine the health and growth of the ONDC Network.

Furthermore, pursuant to the 5th User Council meeting held on 21st November 2023, Members had agreed to implement a network wide Open Data framework towards publicly publishing key aggregated metrics indicating health and growth on the ONDC Network.

2. Objective

While, it is imperative to build a consolidated framework which can enable the observation of key network indicators of reliability, health and growth, such a framework must be in line with ONDC's fundamental principles, given below

- ONDC is a facilitator and not an operator
- Governance on ONDC is participative
- ONDC strives to be privacy preserving

Bearing in mind the above guiding principles, ONDC is initiating a Network Observability program, which makes key metrics related growth and health of the Network available for the Network Participants, at an aggregated, network-wide level and at an individual Network Participant level.

Therefore, in exercise of powers granted under Clause 2.2.4, Chapter 2 Business Rules, Network Policy[3], ONDC is issuing this notification for all the Network Participants.

[3] Chapter 2 Business Rules, Network Policy

3. Definitions

API Call refers to the transfer of information (request and response) using ONDC APIs between Network Participants over the ONDC Protocol

JSON Format means data represented in a JavaScript Object Notation (JSON) structure, and is a common format used for data exchange

Personal Data means data as defined in Digital Personal Data Protection Bill, 2023

Processed Metrics refers to the metrics generated by ONDC using computation methods as specified in Annexure 2, Annexure 3, Annexure 4 and Annexure 5 of this notification

Synchronous Calls refers to Acknowledgement (ACK) and Negative Acknowledgement (NACK) calls defined in ONDC API specifications.

Transaction Logs refers to the API calls and Synchronous Calls in JSON Format and Personal Data scrubbed, which are initiated over the ONDC Protocol

4. Applicability

This notification will be applicable to all Network Participants which are in the Production environment on the ONDC Network.

To clarify, Production Environment refers to an environment where a Network Participant is conducting live/actual transactions on the ONDC Network

5. Submission of Transaction Logs

a. Network Participants shall submit Transaction Logs for all the API calls, as specified in Annexure 1, initiated on the ONDC Network

b. Transaction Logs shall be submitted in JSON Format after removal of Personal Data.

For the purposes of clarity, Personal Data in the API contracts will include any names of persons such as buyers, all contact numbers like mobile, landline, all email addresses, residential and office addresses at house number level, building name or building number and locality

c. Transaction Logs shall be submitted within 15 minutes of the API Call initiated. Network Participants may refer to Annexure 5 for details on submitting the Transaction Logs.

6. **Post-submission modification and re-submission**

a. In case of submission of incorrect or incomplete or old Transaction Logs, Network Participants may request part deletion/updation of the Transaction Logs
b. ONDC will consider requests for deletion/updation of Transaction Logs on a case to case basis.
c. ONDC may require the Network Participant to resubmit the Transaction Logs, if the first submission fails validation and hygiene checks as per Clause 5(a) and 5(b)

7. Processing and Disclosure

a. ONDC will generate Processed Metrics in a manner as specified in Annexure 2, Annexure 3, Annexure 4 and Annexure 5.

b. Processed Metrics, as specified in Annexure 2, will be visible to all the Network Participants.

    i. These metrics will be published in an aggregated form, Network Participant anonymised, across dimensions such as geography, time, categories/domains, type of logistics, role played by a Network Participant, in the ONDC Network.
    To clarify, these metrics will not be identifiable by any Network Participant or by any user.

c. Processed Metrics, as specified in Annexure 3 and Annexure 5 will only be visible to the Network Participants to whom they pertain

    i. These metrics will be computed at an individual Network Participant level and will be published in a manner as specified in Annexure 7.

    ii. These metrics will not be shared with any other party.

d. Processed Metrics, as specified in Annexure 4, will be published and available publicly

    i. These metrics will be published in an anonymised, aggregated across dimensions such as geography (district/state level), days, domain/categories/sub-categories as per the category mapping, type of logistics, role played by a Network Participant in the ONDC Network etc.

8. Governance

a. Transaction Logs and Processed Metrics will be treated as per the data handling policy defined in Annexure 8

9. Policy review

ONDC may amend this notification through subsequent notifications.

10. Queries/Concerns

For any queries, concerns, or requests related to this notification or Network Observability, you may write to neeraj@ondc.org and vaibhav.goel@ondc.org

Annexure 1

List of API Calls for submission of Transaction Logs by Network Participants

i. /on_search
ii. /select or /on_select
iii. /init or /on_init
iv. /confirm or /on_confirm
v. /status or /on_status
vi. /cancel or /on_cancel
vii. /update or /on_update
viii. /issue or /on_issue
ix. /issuestatus or /on_issuestatus
x. /collector_recon or /on_collector_recon
xi. /settle or /on_settle
xii. /receiver_recon or /on_receiver_recon
xiii. /recon_status or /on_recon_status
xiv. /catalog_rejection

Annexure 2

Metrics to be published Network-wide and aggregated

Metric	Definition	Computation
ONDC Traffic	This metric represents the demand on the network	Number of 'Select API' calls initiated from Buyer NPs
Cart Conversion	This metric represents the conversion rate of the item selection to purchase	No of ‘On_confirm’ API calls / No of ‘On_select’ API calls
Check-out Conversion	This metric is the indicator of check-out user flow on the network	No of ‘On_confirm’ API calls / No of ‘On_Init’ API calls
Order Fill Rate (in percentage)	This metric is the indicator of customer experience on the network. This metric covers order cancelled by the seller. Unsolicited calls to be considered. On_Update API call with status “Part cancel”	1 – ((‘On-cancel’ API calls + ’On-update’ API call) / ‘ On Confirm’ API calls) "This metric is the indicator of customer experience on the network. Unsolicited calls to be considered. On_Update API call with status “Part cancel”
Item Fill Rate (in percentage)	This metric is the indicator of customer experience on the network. This metric covers item cancelled by the seller as against total items ordered Unsolicited calls to be considered. On_Update API call with status “Part cancel”	(No. of items in On_status API call) / (No. of items in On_confirm API call)
Average fulfillment time (O2D)	Indicator of fulfillment experience of the customer. Time to deliver order from the time of confirmation	Sum(Time from 'Confirm’ API call to Delivered status from ‘On_status’ API calls) / Total orders (number of On_confirm APIs) This is only applicable for those orders where order Status marked as "Delivered"

Average shipping time (O2S)	Indicator of fulfillment experience of the customer. Time to mark the order ready to ship	Sum(Time from ‘Confirm’ API call to 'order picked up' status from ‘On-status’ API calls) / Total orders (number of On_confirm APIs)
Average Delivery time (S2D)	This metric is the indicator of fulfillment efficiency of the network. Time to deliver the order post marking ready to ship	Sum(Time from order picked up status from on-status API call to Delivered status from ‘On-status’ API calls) / Total orders (number of On_confirm APIs) - This is only applicable for those orders where order Status marked as "Delivered" - "updated_at" timestamp to be considered for both status in on_status API - "updated_at" timestamp to be considered for on_confirm API
Order Growth	This metric helps ONDC network and NPs to assess the growth/decline. Improvement of order	No. of On_Confirm API calls
Numbers of orders per city in last 2 weeks (Cities with atleast 1 order in trailing month)	Indicator of ONDC’s presence in the city. City with atleast 1 confirmed order	Cities with at least 1 On-confirm API call
Cities with atleast 1 seller	Indicator of cities with Seller on Record presence. Cities with atleast 1 seller live on network	From "On_Search" API calls
Seller Growth	This metric helps ONDC and Seller NPs to assess the need to improve seller density and supply base. Improvement in seller count	From "On_Search" API calls. The sellers data would be incremental. Unique combination "bpp Id and Provider Id" to be considered.
SKU Growth	This metric helps ONDC and Seller NPs to assess the need to improve seller	From "On_Search" API calls. The sellers data would be incremental. Unique combination "bpp Id, Provider

	density and supply base. Improvement in SKU count	Id and Item Id" to be considered.
Active Sellers	Indicator of active sellers on ONDC network. Sellers getting atleast 1 order	"On_Status" API call with order state as "Completed". Unique combination of "bpp id" and "provider id" to be considered. For e.g: If 10 orders have been placed for a seller (e.g: Mcd in Noida Sector 30) it will be considered as 1 order
Active NPs	Indicators of active Network participants (Buyer App, Seller App, LSPs) on ONDC network. Network participant receiving atleast 1 order	"On_Status" API call with order state as "Completed". "bap id" and "bpp id" to be considered
On-time delivery percentage	Indicator of fulfillment experience of the customer. %age delivery against promisted time	1. Promised Time = "TAT" attribute in On_confirm API 2. Actual time = Time difference data field (order_to_delivery_seconds) from O2D dashboard If Actual time > Promised time = order tagged 'Delayed" Percentage = 1-(Orders tagged 'delayed'/ 'Total orders delivered') Refer O2D API
RTO Percentage	Indicators of revenue leakage in the network. %age orders returned back to seller	No. of ‘On-Cancel’ API with cancel reason as "RTO" / No. of ‘On-confirm’ API calls with status as "accepted" or "created" Consider "cancellation_reason_id" data field

Return Percentage (Post Order)	Indicator of product quality, seller operations efficiency and logistics efficiency. % age orders returned due to customer raised issues	No of 'on-update' and 'on_status' API calls with status "return picked" or "liquidated"/ No of on-confirm API calls Deduplicate based on Transition ID.Message ID
Refund Percentage	Indicators of revenue leakage in the network. %age refunds issued against delivered orders	(On_Cancel (buyer cancellation + seller cancellation + RTO) + On_Update (post order return (full or partial) + part cancellation)) / No of 'On_confirm API calls
Average Grievance resolution time	Indicator of efficiency of grievance resolution process among the NPs. Avg time to resolve customer grievance	(Grievance resolution time stamp – Grievance initiation time stamp) / No of Network issue Ids with Grievance as Issue type
Number of issues per 1000 orders	This metric is the indicator of operations efficiency on the ONDC network	(No of Network issue Ids (Issue API) / No of 'on confirm' APIs)*1000
Average issue resolution time	Indicator of efficiency of issue resolution process among the NPs. Avg time to resolve customer issues	(Issue resolution time – Issue initiation time) / No of Network issue Ids
%Grievances (%age of issues escalating to grievances)	Indicator of efficiency of issue resolution process among the NPs. % issues leading to grievances	No of Network issue IDs with Grievance Flag / No of Network issue IDs
Attempt to confirm	Indicator of impact on demand fulfilment (order confirmation) owing to business errors on the network	Minimum of (1- (#Errors in On_select calls / No. of Select calls)), (1- (#Errors in On_init calls / No. of init calls)), (1- (#Errors in On_confirm calls / No. of Confirm calls))
TAT Breach	Indicates the number of orders where the actual delivery time breached the promised ETA	
Motorable distance view	Indicates the average motorable distance for each Logistics Service Provider and number of orders for different buckets of motorable distance	

Time for ready-to-ship	Indicates the number of orders which were marked ready to ship in various buckets of time duration	
Time for pickup from merchants	Indicates the number of orders which were picked up in various buckets of time duration, after the order was marked ready-to-ship	
Confirmed rides	Indicates the number of rides which were confirmed by the buyer	No. of on_confirm calls sent from the Seller App
Assignment rate%	Indicates the percentage of confirmed rides where the driver was assigned to the rider	No. of calls with status = ‘Ride Assigned’ in on_confirm + on_update + on_status / total on_confirm calls
Confirmed to completed %	Indicates the percentage of confirmed rides which were completed by the driver	No. of calls with on_status = ‘completed’/total confirmed rides

Annexure 3

Metrics to be published at an individual Network Participant level for Retail, Mobility and Logistics domains

Metric	Definition	Computation
API Response Time (Asynchronous Responses)	This metric is the Indicator of Seller App's application and infrastructure performance	(Total time spent from 'sending the request' to 'receiving the response')/Total No. of API requests)
API Response Time (Synchronous Responses)	This metric is the Indicator of Network Participants' and Gateway's application and infrastructure performance	(Total time spent from 'sending the request' to 'receiving synchronous response')/Total No. of API requests)
API errors	Indicator of fulfillment of the API Requests on the network and NP's application or infrastructure performance	4xx & 5xx errors are to be captured
Gateway Uptime	This metric indicates Gateway's availability on ONDC network	(1-(Total Downtime / (Total Time)))*100 This metric now also has following parameters, which are being captured: 1. Buyer apps making requests 2. Seller apps responding to search request 3. Seller Apps not responding to search request 4. Cities where ONDC is Live 5. Number of cities requesting 6. Number of cities responding
Gateway Response Time	This metric indicates Gateway's latency on ONDC network	(Total Time spent from 'receiving the request from Buyer App' to 'sharing the On_search response back to Buyer App')/Total No. of Requests
Registry Uptime	This metric indicates Registry's availability on ONDC network	(1-(Total Downtime / (Total Time)))*100

Registry Response Time for each API	This metric indicates Registry's latency on ONDC network	Total time spent from 'receiving the request' to 'responding back to NP')/No. of APIs needing reply
Average shipping time (O2S)	Indicator of fulfillment experience of the customer. Time to mark the order ready to ship	Sum(Time from 'Confirm' API call to 'order picked up' status from 'On-status' API calls) / Total orders (number of On_confirm APIs)
Average Delivery time (S2D)	This metric is the indicator of fulfillment efficiency of the network. Time to deliver the order post marking ready to ship	Sum(Time from order picked up status from on-status API call to Delivered status from 'On-status' API calls) / Total orders (number of On_confirm APIs) - This is only applicable for those orders where order Status marked as "Delivered" - "updated_at" timestamp to be considered for both status in on_status API - "updated_at" timestamp to be considered for on_confirm API
On-time delivery percentage	Indicator of fulfillment experience of the customer. %age delivery against promisted time	1. Promised Time = "TAT" attribute in On_confirm API 2. Actual time = Time difference data field (order_to_delivery_seconds) from O2D dashboard If Actual time > Promised time = order tagged 'Delayed" Percentage = 1-(Orders tagged 'delayed'/ 'Total orders delivered') Refer O2D API
RTO Percentage	Indicators of revenue leakage in the network. %age orders returned back to seller	No. of 'On-Cancel' API with cancel reason as "RTO" / No. of 'On-confirm' API calls with status as "accepted" or "created" Consider "cancellation_reason_id" data field

Return Percentage (Post Order)	Indicator of product quality, seller operations efficiency and logistics efficiency. % age orders returned due to customer raised issues	No of 'on-update' and 'on_status' API calls with status "return picked" or "liquidated"/ No of on-confirm API calls Deduplicate based on Transition ID.Message ID
Refund Percentage	Indicators of revenue leakage in the network. %age refunds issued against delivered orders	(On_Cancel (buyer cancellation + seller cancellation + RTO) + On_Update (post order return (full or partial) + part cancellation)) / No of 'On_confirm API calls
Average Grievance resolution time	Indicator of efficiency of grievance resolution process among the NPs. Avg time to resolve customer grievance	(Grievance resolution time stamp – Grievance initiation time stamp) / No of Network issue Ids with Grievance as Issue type
Number of issues per 1000 orders	This metric is the indicator of operations efficiency on the ONDC network	(No of Network issue Ids (Issue API) / No of 'on confirm' APIs)*1000
Average issue resolution time	Indicator of efficiency of issue resolution process among the NPs. Avg time to resolve customer issues	(Issue resolution time – Issue initiation time) / No of Network issue Ids
%Grievances (%age of issues escalating to grievances)	Indicator of efficiency of issue resolution process among the NPs. % issues leading to grievances	No of Network issue IDs with Grievance Flag / No of Network issue IDs
ONDC Traffic	This metric represents the demand on the network	Number of 'Select API' calls initiated from Buyer NPs
Cart Conversion	This metric represents the conversion rate of the item selection to purchase	No of 'On_confirm' API calls / No of 'On_select' API calls
Check-out Conversion	This metric is the indicator of check-out user flow on the network	No of 'On_confirm' API calls / No of 'On_Init' API calls

Order Fill Rate (in percentage)	This metric is the indicator of customer experience on the network. This metric covers order cancelled by the seller. Unsolicited calls to be considered. On_Update API call with status “Part cancel”	1 – ((‘On-cancel’ API calls + ’On-update’ API call) / ‘ On Confirm’ API calls) "This metric is the indicator of customer experience on the network. Unsolicited calls to be considered. On_Update API call with status “Part cancel”
Item Fill Rate (in percentage)	This metric is the indicator of customer experience on the network. This metric covers item cancelled by the seller as against total items ordered Unsolicited calls to be considered. On_Update API call with status “Part cancel”	
Attempt to confirm	Indicator of impact on demand fulfilment (order confirmation) owing to business errors on the network	Minimum of (1- (#Errors in On_select calls / No. of Select calls)), (1- (#Errors in On_init calls / No. of init calls)), (1- (#Errors in On_confirm calls / No. of Confirm calls))
TAT Breach	Indicates the number of orders where the actual delivery time breached the promised ETA	
Motorable distance view	Indicates the average motorable distance for each Logistics Service Provider and number of orders for different buckets of motorable distance	
Time for ready-to-ship	Indicates the number of orders which were marked ready to ship in various buckets of time duration	
Time for pickup from merchants	Indicates the number of orders which were picked up in various buckets of time duration, after the order was marked ready-to-ship	
Confirmed rides	Indicates the number of rides which were confirmed by the buyer	No. of on_confirm calls sent from the Seller App
Assignment rate%	Indicates the percentage of confirmed rides where the	No. of calls with status = ‘Ride Assigned’ in on_confirm + on_update + on_status / total on_confirm calls

	driver was assigned to the rider	
Confirmed to completed %	Indicates the percentage of confirmed rides which were completed by the driver	No. of calls with on_status = ‘completed’/total confirmed rides

Annexure 4

Open Data Metrics & Aggregation

The metrics defined below and combination of these Metrics may be used to publish on Open Data at the following aggregate levels:

Metric	Definition	Computation
Total Orders Delivered	This metric is the indicator of volume of Network commerce	Count of Distinct Network Order Id within the selected range, Order Status= Completed
% change from previous period (Total Orders delivered)	This metric is the indicator of growth in the Network Commerce	Delivered Orders of the selected Date Range of the Filter minus the date range of the previous period. Example: Last 7 days is from 01/01/2024 to 08/01/2024 Vs 24/12/2023 - 31/12/2023
Avg. Items Per Order	This metrics is an indicator of how many items are being purchased per Order	Total Number of Items ordered / Total Unique Orders
Total Active Districts	This metric indicates districts where at least 1 order has been delivered	Unique count of Districts where order has been delivered within the date range. Districts are fetched using districts mapping using End pincode (India Post Table)
% change from previous period (Total Active Districts)	This metric is the Indicator of growth in the Active Districts	Active Districts of the selected Date Range of the Filter minus the date range of the previous period. Example: Last 7 days is from 01/01/2024 to 08/01/2024 Vs 24/12/2023 - 31/12/2023
Total Active Sellers	This metric indicates Sellers who delivered at least 1 order	Unique count of combination of (Provider ID + Seller App) where order has been delivered within the date range
Maximum #Orders Delivered To	This metric indicates the District or State to which the maximum # orders have been delivered	Sort the Total Orders Delivered by State/Districts, basis the date range and other filters selected. It will show

		top districts within a state if a state map is selected. Districts are mapped using delivery pincode.
Maximum #Orders in	This metric indicates the Category/sub-category to which the maximum # orders have been delivered	Sort the Total Orders Delivered (distinct count of Network Order Id) grouped at sub Category level, basis the date range and other filters selected
Intra state %	Indicator of Zonal commerce between states	If Delivery State is same as seller state, it will be treated as intrastate orders. Percentage of intrastate orders w.r.t Total Orders gives the values
Intra District %	Indicator of Zonal commerce between Districts	If Delivery District is same as seller District it will treated as intradistrict orders. Percentage of intradistrict orders w.r.t Total Orders gives the valuesl

Annexure 5

Metrics to be published at an individual Network Participant level for Financial Services (Credit)

Metrics	Definition	Computation
Number of Unique Searches	This metric indicates unique number of borrowers that have logged in into buyer app and looked for personal loans, helping to gauge interest in personal loan products on the network.	Unique transaction Ids on search action call
Number of applications submitted	This metric indicates unique borrowers who have filled the basic details and initiated the request for loan, providing insight into user engagement and application flow.	Unique transaction Ids on successful select calls
Number of consents Requested	This metric refers to the number of times borrower consent is requested by lenders to access credit data, ensuring regulatory compliance and transparency in data-sharing processes.	Unique transaction Ids under "Consent Info" form header but form status showing "Pending"
Number of consents received	This metric captures the number of approvals received from borrowers to access their credit information, highlighting borrower willingness and trust in the network.	Unique transaction Ids under "Consent Info" form header but form status showing "Approved"
Number of loan offers offered to the borrowers	This metric indicates the number borrowers who have received loan offers post completing all necessary checks, providing valuable insights into the network's lending capacity and outreach.	Unique transaction Ids under "Set Loan Amount" form header and form status showing "Success"
Number of Know Your Customer completed	This metric represents the number of borrowers who have successfully completed the KYC process for personal loan requests, ensuring compliance with regulatory standards.	Unique transaction Ids under "Know Your Customer (KYC)" form header and form status showing "Success"

Number of E-Mandates setup by borrowers	This metric tracks the number of borrowers who have successfully completed the auto-debit EMI setup to repay the requested loans, streamlining the loan repayment process.	Unique transaction Ids under "E-mandate" form header and form status showing "Success"
Number of Loan Agreement sent to the borrowers	The lender platform sends the form to collect e-sign on loan agreement from the borrower.	Unique transaction Ids on the confirm calls under "Loan Agreement" form header and form status showing "Success"
Number of loans disbursed	This metric captures the total number of personal loans disbursed to borrowers, reflecting the network's ability to meet borrowing demands and foster financial inclusion.	Unique transaction Ids where the fulfilment status is "Disbursed" and form status is "Success"

Annexure 6

Mechanism for submission of Transaction Logs

- Network Participants must share all the transaction APIs and unsolicited calls for various APIs (ACK and NACK) received from Seller Apps to the following end point https://analytics-api.aws.ondc.org and the API link https://analytics-api.aws.ondc.org/v1/api/push-txn-logs
- Network Participant should share the data as described above in JSON format
- Network Participant should scrub Personal Data by anonymising in each of the JSON submitted for APIs calls.
- ONDC has prepared the **postman collection** for reference.
- Network Participants must submit the Transaction Logs as per the process given below
- Bearer token will be generated and shared in below format, this token should be used to share the jsons.

NPs	Token
NP Name and NP type	will be shared by ONDC team

- NPs need to use the bearer token and submit the json using - push-txn-logs endpoint. For better understanding, please refer the below examples:

Request Name	Is_ack	Type value in request	Example
init	no	init	https://pastebin.com/embed_iframe/PizdetCD
init	yes	init_response	https://pastebin.com/ecXN20j1
on_init	no	on_init	https://pastebin.com/N9ahqKEz

on_init	yes	on_init_response	https://pastebin.com/C05fsYDT

Annexure 7

Publishing Processed Metrics on an individual Network Participant level

- Network Participants level metrics will be used for creating Network Participant scorecards.
- Network Participant scorecards will be communicated along with actionable insights to the individual Network Participants
- Once the Network Participant portal is live, some key action recommendations based on the Network Observability metrics can be accessed by Network Participants post login.

Annexure 8

Data Handling for Network Observability

1. **Principles**
    a. **Privacy by Design:** Network Observability is designed with privacy by design measures throughout the entire lifecycle of data management
    b. **Least Privilege Access**: Access to data will be restricted to limited and necessary purposes only
    c. **Purpose Specification and Limitation:** Processing will be based on clearly and unambiguously stated purposes and limited to the specified purposes states
    d. **Storage Limitation:** ONDC shall store data for a defined time period and only till it fulfils the purpose for which the data was collected
2. **Collection**
    a. Network Participants must submit Transaction Logs with all Personal Data scrubbed
    b. Any Transactions Logs which have been submitted without Personal Data scrubbed will be rejected and will not be stored by ONDC
    c. Transaction Logs will be submitted using JSON Web Tokens and collected through a secure ‘https’ framework
3. **Usage**
    a. ONDC will generate Processed Metrics from the Transaction Logs as stated in Annexure 2, Annexure 3, Annexure 4 and Annexure 5 of this notification
4. **Retention**
    a. ONDC will store Transaction Logs for a period of sixty (60) calendar days from the date of submission
    b. ONDC will store Processed Metrics for a period of upto five (5) years from the date of generation
5. **Storage**
    a. Transaction Logs and the Processed Metrics will be stored within the geographical boundaries of India.
6. **Data protection and access control**

    ONDC will implement and maintain a comprehensive security infrastructure which will include technological measures, policies, and procedures to identify, prevent, detect,

and respond to potential threats or breaches to the entity's information assets.

a. Data storage and cybersecurity will be as per IS/ISO/IEC 27001 standards

b. Transaction Logs and Processed Metrics both in transit and at rest will be encrypted.

c. To prevent accidental or intentional disclosure of Transaction Logs and Processed Metrics, the following security measures have been implemented

   i. Next generation firewall with intrusion prevention

   ii. Role based access control

   iii. Secure API framework

d. Access will be granted to individuals and organisations in a tiered manner as given below

   i. **System Administrator Access:** The System Administrator can create, modify and delete application wide User Administrator access, access privileges etc.. This role will be assigned to authorised individual(s) as designated by the CEO of ONDC.

   ii. **User Administrator access:** User Administrators can create, modify and delete access by assigning the appropriate roles and privileges for individuals within their organisation. This role will be assigned to authorised individual(s) nominated by Network Participants.. The User Administrator will not have any of the Editor, Contributor, Viewer etc. access.

   iii. **Editor access**: Individuals who can upload, modify, delete, process data and publish Processed Metrics to the respective viewers of the data. This role will be assigned to authorised individuals as designated by ONDC and notified under this policy.

   iv. **Contributor access**: This role is limited to individuals who only have write–only access and can submit Transaction Logs. This role will be assigned to individuals nominated by Network Participants

   v. **Viewer access**: This role enables read-only access to view Processed Metrics which will be restricted to specific authorised users such as individuals nominated by Network Participants and authorised individuals designated by ONDC.

   vi. Individuals may request details access privileges under role based access control by writing to tech@ondc.org

e. ONDC will establish and maintain an auditable system that records and retains an accurate and comprehensive audit trail of all activities performed by

individuals based on their assigned roles.

7. **Destruction**

   a. On the expiry of the retention period, Transaction Logs and Processed Metrics will be purged from ONDC's systems and storage media.

   b. Upon directions from any competent authorities, courts, laws or regulations to ONDC, Transaction Logs and Processed Metrics will be retained beyond the retention period or purged before the retention period as specified in Clause 4 of Annexure 8 of this notification.

8. **Breach**

   In the event of a data breach or unauthorised access,

   a. ONDC will notify the affected parties within 72 hours of observing any such incident.
   b. ONDC on a best effort basis will attempt to immediately prevent any further attempt of unauthorised access or disclosure of the Transaction Logs and Processed Metrics and take such steps to secure the breach or possible cyber security incident.
   c. ONDC shall make reasonable efforts to restore the Transaction Logs and Processed Metrics of participants to their pre-incident state, or to the extent technically feasible.