

# RAG Evaluation Report

Generated on: 2026-02-14 15:30

## Executive Summary

This report compares 7 RAG techniques. The top performing technique based on overall metrics is **Context Chunk Rag**.

Technique	Correctness	Faithfulness	Relevancy	Context Prec.	Time (s)
Context Chunk Rag	0.88	0.97	1.00	0.00	139.25
Simple Rag	0.85	1.00	1.00	0.00	130.23
Query Transform Rag	0.84	1.00	1.00	0.00	113.07
Hyde Rag	0.82	0.98	0.95	0.00	126.31
Reliable Rag	0.78	0.80	0.93	0.00	125.67
Hyper Rag	0.55	0.99	1.00	0.00	119.41
Proposition Chunk Rag	0.54	0.96	0.90	0.00	120.29

## Winning Technique Analysis: Context Chunk Rag

### Case #1

**Question:**

What is the definition of a “child” in these rules?

**Model Answer:**

In these rules, a "child" is defined as any person below the age of eighteen years.

**Correctness:** 1.0 (PASS) | **Faithfulness:** 1.0 (PASS) | **Completeness:** 1.0 (PASS) | **Relevancy:** 1.0 (PASS)

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### Case #2

**Question:**

What does “online real money game” mean?

**Model Answer:**

An "online real money game" refers to an online game where a user makes a deposit in cash or kind with the expectation of earning winnings on that deposit. These winnings can be any prize, in cash or kind, which is distributed or intended to be distributed to a user based on their performance in the game and in accordance with the game's rules.

**Correctness:** 1.0 (PASS) | **Faithfulness:** 1.0 (PASS) | **Completeness:** 0.75 (PASS) | **Relevancy:** 1.0 (PASS)

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### Case #3

**Question:**

Within what time must an intermediary remove/disable unlawful information after “actual knowledge”?

**Model Answer:**

An intermediary must remove or disable access to unlawful information within thirty-six hours of receiving actual knowledge of such information.

**Correctness:** 1.0 (PASS) | **Faithfulness:** 1.0 (PASS) | **Completeness:** 1.0 (PASS) | **Relevancy:** 1.0 (PASS)

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## Case #4

### Question:

What are the two ways "actual knowledge" can arise (as per Rule 3(1)(d))?

### Model Answer:

"Actual knowledge" can arise in two ways as per Rule 3(1)(d): 1. When the intermediary receives actual knowledge under clause (b) of sub-section (3) of section 79 of the Act about the information. 2. When the information hosted, displayed, published, transmitted, or stored by the intermediary is prohibited under any law for the time being in force.

**Correctness:** 0.0 (FAIL) | **Faithfulness:** 0.5 (FAIL) | **Completeness:** 0.25 (FAIL) | **Relevancy:** 1.0 (PASS)

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## Case #5

### Question:

What are the content rating categories for online curated content in the Appendix?

### Model Answer:

The content rating categories for online curated content in the Appendix are as follows: (a) "U" rating: Suitable for children as well as people of all ages. (b) "U/A 7+" rating: Suitable for persons aged 7 years and above, and can be viewed by persons under the age of 7 years with parental guidance. (c) "U/A 13+" rating: Suitable for persons aged 13 years and above, and can be viewed by persons under the age of 13 years with parental guidance. (d) "U/A 16+" rating: Suitable for persons aged 16 years and above, and can be viewed by persons under the age of 16 years with parental guidance. (e) "A" rating: Restricted to adults.

**Correctness:** 1.0 (PASS) | **Faithfulness:** 1.0 (PASS) | **Completeness:** 1.0 (PASS) | **Relevancy:** 1.0 (PASS)

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## Case #6

### Question:

By when must an intermediary acknowledge and resolve a complaint handled by its Grievance Officer (Rule 3(2)(a)(i))?

### Model Answer:

An intermediary must acknowledge a complaint handled by its Grievance Officer within twenty-four hours and resolve such a complaint within a period of fifteen days from the date of its receipt.

**Correctness:** 1.0 (PASS) | **Faithfulness:** 1.0 (PASS) | **Completeness:** 1.0 (PASS) | **Relevancy:** 1.0 (PASS)

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## Case #7

### Question:

What is the timeline to appeal to the Grievance Appellate Committee, and how quickly should it be resolved?

### Model Answer:

The timeline to appeal to the Grievance Appellate Committee is within thirty days from the date of receipt of communication from the Grievance Officer. The Grievance Appellate Committee should resolve the appeal expeditiously and make an endeavour to resolve it finally within thirty calendar days from the date of receipt of the appeal.

**Correctness:** 1.0 (PASS) | **Faithfulness:** 1.0 (PASS) | **Completeness:** 1.0 (PASS) | **Relevancy:** 1.0 (PASS)

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## Case #8

### Question:

List the minimum criteria for an entity to apply to be designated as an “online gaming self-regulatory body” (Rule 4A(2)).

### Model Answer:

To apply for designation as an "online gaming self-regulatory body," an entity must fulfill the following minimum criteria: (a) The entity must be a company registered under section 8 of the Companies Act, 2013. (b) Its membership should be representative of the gaming industry. (c) Its members should have a history of offering and promoting online games in a responsible manner. (d) Its Board of Directors should consist of individuals of repute who do not have any conflicts of interest and possess special knowledge or practical experience suitable for performing the functions of such a self-regulatory body. The board should include: (i) An individual with special knowledge of or practical experience in the online gaming industry. (ii) An individual with experience in promoting the interests of users of online games. (iii) An educationist. (iv) An expert in the field of psychology or mental health or another relevant field. (e) The entity should have clear policies for avoiding conflicts of interest, ensuring accountability of its members, and criteria for membership acceptance and continuation. (f) The entity must have sufficient capacity, including financial capacity, to perform its functions under these rules.

**Correctness:** 0.7 (FAIL) | **Faithfulness:** 1.0 (PASS) | **Completeness:** 0.75 (PASS) | **Relevancy:** 1.0 (PASS)

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## Case #9

### Question:

Before accepting any deposit for a permissible online real money game, what must the online gaming intermediary do?

### Model Answer:

Before accepting any deposit for a permissible online real money game, the online gaming intermediary must identify the user and verify their identity. The procedure for identification and verification should follow the same requirements as those followed by entities regulated by the Reserve Bank of India for the commencement of an account-based relationship.

**Correctness:** 1.0 (PASS) | **Faithfulness:** 1.0 (PASS) | **Completeness:** 1.0 (PASS) | **Relevancy:** 1.0 (PASS)

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## Case #10

### Question:

What is the three-tier structure for ensuring adherence to the Code of Ethics for publishers (Part III)?

### Model Answer:

The three-tier structure for ensuring adherence to the Code of Ethics for publishers is as follows: (a) Level I - Self-regulation by the publishers: Publishers are responsible for adhering to the Code of Ethics on their own initiative. (b) Level II - Self-regulation by the self-regulating bodies of the publishers: These bodies oversee and ensure publishers' compliance with the Code of Ethics, provide guidance, address unresolved grievances, and hear appeals against publishers' decisions. (c) Level III - Oversight mechanism by the Central Government: The government develops an oversight mechanism through a charter for self-regulating bodies, establishes an Inter-Departmental Committee for hearing grievances, and issues guidance, advisories, and orders to ensure adherence to the Code of Ethics.

**Correctness:** 1.0 (PASS) | **Faithfulness:** 1.0 (PASS) | **Completeness:** 1.0 (PASS) | **Relevancy:** 1.0 (PASS)

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## Case #11

### Question:

Scenario: A user's grievance against an intermediary is not resolved in time. What appeal route exists and what are the key timing + process requirements?

### Model Answer:

If a user's grievance against an intermediary is not resolved within the specified time, they have the option to appeal to the Grievance Appellate Committee. Here are the key timing and process requirements for this appeal: 1. **\*\*Appeal Submission\*\***: The user must file the appeal within thirty days from the date of receiving communication from the Grievance Officer indicating the unresolved grievance. 2. **\*\*Resolution Timeline\*\***: The Grievance Appellate Committee aims to resolve the appeal within thirty calendar days from receiving it. 3. **\*\*Online Process\*\***: The entire appeal process is conducted digitally using an online dispute resolution mechanism. 4. **\*\*Assistance\*\***: The Committee may seek assistance from experts if needed during the appeal process. 5. **\*\*Compliance\*\***: Once the Grievance Appellate Committee issues an order, the concerned intermediary must comply with it, and a compliance report should be uploaded on the intermediary's website.

**Correctness: 0.9 (PASS) | Faithfulness: 1.0 (PASS) | Completeness: 0.75 (PASS) | Relevancy: 1.0 (PASS)**

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## Case #12

### Question:

Under Rule 3(1)(d), if the government wants an intermediary to remove unlawful information without a court order, what must the written intimation include and who can issue it?

### Model Answer:

Under Rule 3(1)(d), if the government wants an intermediary to remove unlawful information without a court order, the written intimation must include a reasoned intimation issued by an officer authorized for this purpose by the Appropriate Government or its agency. The officer must be not below the rank of Joint Secretary or an equivalent rank, or if not appointed, a Director or equivalent rank to the Government of India or the State Government. If issued by the police administration, the authorized officer must be not below the rank of Deputy Inspector General of Police, especially authorized by the Appropriate Government.

**Correctness: 0.7 (FAIL) | Faithfulness: 1.0 (PASS) | Completeness: 0.5 (FAIL) | Relevancy: 1.0 (PASS)**

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### Case #13

**Question:**

What actions can a self-regulating body (Level II) issue after disposing a grievance/appeal, and when can it refer content to the Ministry?

**Model Answer:**

After disposing of a grievance or appeal, a self-regulating body (Level II) can issue the following actions: (a) Warning, censuring, admonishing, or reprimanding the publisher. (b) Requiring an apology by the publisher. (c) Requiring the publisher to include a warning card or a disclaimer. (d) For online curated content, directing the publisher to: (i) Reclassify ratings of relevant content. (ii) Make appropriate modifications in the content descriptor, age classification, and access control measures. (iii) Edit the synopsis of relevant content. The self-regulating body can refer content to the Ministry if it is satisfied that there is a need to take action to delete or modify the content to prevent incitement to the commission of a cognizable offense relating to public order, or for reasons enumerated in sub-section (1) of section 69A of the Act.

**Correctness:** 1.0 (PASS) | **Faithfulness:** 1.0 (PASS) | **Completeness:** 1.0 (PASS) | **Relevancy:** 1.0 (PASS)

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## Case #14

### Question:

Explain the verification lifecycle of a permissible online real money game under Rule 4A: conditions, temporary period, and publication requirements.

### Model Answer:

The verification lifecycle of a permissible online real money game under Rule 4A involves several key steps and conditions: 1. **Initial Inquiry**: The process begins with the online gaming self-regulatory body conducting an inquiry to determine if the online real money game is permissible. The game must not involve wagering on any outcome and must comply with rules 3 and 4, any applicable laws regarding the age of contractual competence, and the framework set by the self-regulatory body. 2. **Temporary Period**: Upon receiving an application, the self-regulatory body may provisionally declare the game as permissible based on the information provided by the applicant. This provisional status lasts for a period not exceeding three months. 3. **Completion of Inquiry**: Within the three-month period, the self-regulatory body aims to complete its inquiry. After the inquiry, the body will either: - Declare the game as a permissible online real money game, or - Inform the applicant in writing why the game does not meet the requirements. 4. **Publication Requirements**: The self-regulatory body must maintain an updated list on its website and/or mobile application, detailing all verified permissible online real money games. This includes the applicant's details, the dates and validity period of the verification, reasons for verification, and any details regarding suspension or revocation. 5. **Demonstrable Mark**: Verified games and the intermediaries providing access to them must display a visible mark indicating their verification status as permissible, as authorized by the self-regulatory body. 6. **Ongoing Compliance and Revocation**: The self-regulatory body retains the right to suspend or revoke the verification if the game is later found non-compliant with the rules. This decision must be communicated in writing to the applicant, who is also given an opportunity to be heard. 7. **Framework for Verification**: The self-regulatory body must prominently publish a framework for game verification on its website and mobile application, which includes measures to ensure that the game is not against public interest and complies with the outlined standards. This lifecycle ensures that online real money games are thoroughly vetted and continuously monitored to maintain compliance with regulatory standards.

**Correctness:** 0.9 (PASS) | **Faithfulness:** 1.0 (PASS) | **Completeness:** 0.75 (PASS) | **Relevancy:** 1.0 (PASS)

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## Case #15

### Question:

For "A" rated online curated content, what access restrictions and verification mechanisms are required in the Appendix?

### Model Answer:

For "A" rated online curated content, the required access restrictions and verification mechanisms include implementing a reliable age verification mechanism for viewership of such content. Additionally, publishers must take all efforts to restrict access to "A" rated content by a child through the implementation of appropriate access control measures.

**Correctness:** 1.0 (PASS) | **Faithfulness:** 1.0 (PASS) | **Completeness:** 1.0 (PASS) | **Relevancy:** 1.0 (PASS)

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