

RAG Evaluation Report

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Executive Summary

This report compares 1 RAG techniques. The top performing technique based on overall metrics is **Intelligent Rag**.

Technique	Correctness	Faithfulness	Relevancy	Completeness	Time (s)
Intelligent Rag	0.80	0.96	0.98	0.85	124.11

Winning Technique Analysis: Intelligent 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) | **Relevancy:** 1.0 (PASS) | **Completeness:** 1.0 (PASS)

Case #2

Question:

What does "online real money game" mean?

Model Answer:

An "online real money game" refers to an online game in which a user deposits cash or other valuables with the expectation of earning winnings based on their performance in the game, according to its rules. Winnings can be in cash or kind and are distributed based on the user's performance.

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

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

Case #4

Question:

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

Model Answer:

According to Rule 3(1)(d), "actual knowledge" can arise in two ways: 1. Through an order by a court of competent jurisdiction. 2. Upon being notified by the Appropriate Government or its agency.

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

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 are as follows: 1. **U/A 13+**: Suitable for persons aged 13 years and above; can be viewed by those under 13 with parental guidance. 2. **U/A 16+**: Suitable for persons aged 16 years and above; can be viewed by those under 16 with parental guidance. 3. **A**: Restricted to adults only. These classifications are based on various factors including themes, violence, nudity, sex, language, drug and substance abuse, and horror.

Correctness: 0.4 (FAIL) | **Faithfulness:** 1.0 (PASS) | **Relevancy:** 1.0 (PASS) | **Completeness:** 0.75 (PASS)

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 within twenty-four hours and resolve it within a period of fifteen days from the date of its receipt. For complaints related to the removal of information, they must be resolved within seventy-two hours.

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

Case #7

Question:

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

Model Answer:

To appeal to the Grievance Appellate Committee, an individual has a timeframe of thirty days from the date they receive communication from the Grievance Officer. Once the appeal is submitted, the Committee is expected to resolve the matter within thirty calendar days.

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

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 meet the following minimum criteria: 1. The entity must be a company registered under section 8 of the Companies Act, 2013. 2. Its membership must be representative of the gaming industry. 3. Its members must have been offering and promoting online games in a responsible manner. 4. The Board of Directors must consist of reputable individuals without conflicts of interest, possessing special knowledge or practical experience relevant to the functions of the self-regulatory body, including: - An individual with special knowledge or experience in the online gaming industry. - An individual experienced in promoting the interests of users of online games. - An educationist. - An expert in psychology, mental health, or a relevant field. 5. The entity must have sufficient capacity, including financial capacity, to perform its functions as an online gaming self-regulatory body.

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

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. This verification process should follow the procedure required by the Reserve Bank of India for customer identification and verification at the start of an account-based relationship.

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

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: 1. **Level I** - Self-regulation by the publishers. 2. **Level II** - Self-regulation by the self-regulating bodies of the publishers. 3. **Level III** - Oversight mechanism by the Central Government.

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

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 remains unresolved within the designated timeframe, they have the option to appeal to the Grievance Appellate Committee. This appeal must be initiated within thirty days from the date the user receives communication from the Grievance Officer regarding their grievance. The appeal process is governed by specific timing and procedural requirements. Initially, the Grievance Officer is obligated to acknowledge complaints within 24 hours and resolve them within 15 days. If the grievance is not addressed satisfactorily, the user can escalate the matter to a self-regulating body, which is also required to resolve the issue within 15 days. Once the appeal is submitted to the Grievance Appellate Committee, the committee is expected to resolve the appeal within 30 calendar days from the date of receipt. The establishment of these committees is mandated by the Central Government, which must occur within three months of the relevant amendment rules. Each committee is to be composed of a chairperson and two members, including one ex-officio and two independent members. The appeal process is designed to be conducted online, and the committee may seek assistance from qualified individuals if necessary. Importantly, any orders issued by the committee must be complied with by the intermediary, who is also required to upload a compliance report on their website. This structured approach ensures that grievances are addressed in a timely and efficient manner, providing users with a clear path for recourse.

Correctness: 0.7 (FAIL) | **Faithfulness:** 0.81818181818182 (FAIL) | **Relevancy:** 0.75 (PASS) | **Completeness:** 0.75 (PASS)

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), when the government seeks to have an intermediary remove unlawful information without a court order, the written intimation must include several key elements. It should specify the legal basis and statutory provision being invoked, detail the nature of the unlawful act, and provide the exact uniform resource locator, identifier, or other electronic location of the information that needs to be removed or disabled. This written intimation can only be issued by an officer authorized by the Appropriate Government or its agency, who must hold a rank of at least Joint Secretary or an equivalent position. Alternatively, if the intimation is issued by the police administration, it can be issued by a Deputy Inspector General of Police.

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

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 a self-regulating body (Level II) has disposed of a grievance or appeal, it has several options for action. These may include issuing a warning, censure, admonishment, or reprimand to the publisher, as well as requiring the publisher to issue an apology or include a warning card or disclaimer. The body can also direct the publisher to reclassify content ratings, modify content descriptors, adjust age classifications, or edit the synopsis of relevant content. In more serious cases, it may delete or modify content to prevent incitement to a cognizable offense related to public order. If the publisher does not comply with these directives, the self-regulating body may escalate the issue to the Oversight Mechanism. Furthermore, the self-regulating body can refer content to the Ministry under specific circumstances. This includes situations where there is a perceived need for action regarding content that could incite a cognizable offense related to public order, or if the content necessitates action as outlined in section 69A of the Act. Additionally, if a publisher fails to adhere to the guidance or advisories provided by the self-regulating body within the designated timeframe, the matter can also be referred for further action.

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

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 is structured around specific conditions, a defined temporary period, and stringent publication requirements. To begin with, the game must not involve wagering on any outcome, and both the online gaming intermediary and the game itself must adhere to the provisions outlined in rules 3 and 4, comply with laws regarding the age of contractual competence, and follow the framework established by the online gaming self-regulatory body. Initially, the verification process can rely on the information provided by the applicant for a temporary period not exceeding three months. During this time, the self-regulatory body is tasked with completing its inquiry. If the game is found to be non-compliant, the applicant will receive written notification detailing the reasons for this determination.

Furthermore, the self-regulatory body retains the authority to suspend or revoke verification if compliance is not upheld. In terms of publication requirements, the self-regulatory body must maintain an updated list of all permissible online real money games on its website or mobile application. This list should include essential details such as the applicant's information, verification dates, and any reasons for verification, as well as any instances of suspension or revocation.

Additionally, it is required to publish an updated list of its members, including acceptance dates and identity numbers, along with any membership suspensions or revocations. To enhance transparency, a visible mark of verification must be displayed on both the online real money game and the intermediary facilitating access to it. The self-regulatory body is also responsible for prominently publishing a framework that outlines the verification process for online real money games, ensuring compliance with relevant rules and regulations. Lastly, it is crucial to inform users about the rules, privacy policies, terms of service, and user agreements, which should encompass details on withdrawal policies, user verification procedures, and measures to protect user deposits. Collectively, these elements ensure a comprehensive and transparent verification process for online real money games.

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

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, it is essential to implement robust access restrictions and verification mechanisms to ensure that only appropriate audiences can access the material. This includes a reliable age verification system designed to confirm that viewers are adults, thereby preventing children from accessing the content. Additionally, publishers should employ access control measures, such as parental locks, to further safeguard against unauthorized access by minors. It is also important to prominently display classification ratings and content descriptors, which inform users about the nature of the content, ensuring transparency and awareness regarding what they are viewing. These combined efforts create a safer online environment for all users.

Correctness: 0.7 (FAIL) | **Faithfulness:** 0.6 (FAIL) | **Relevancy:** 1.0 (PASS) | **Completeness:** 0.75 (PASS)
