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Notice for the PhD Viva Voce Examination

Ms Amala Siby, Registration Number: 1980015, PhD Scholar at the Department of Commerce, School of Commerce, Finance and Accountancy, CHRIST (Deemed to be University), Delhi NCR Off-Campus will defend her PhD thesis at the public viva-voce examination on Wednesday, 29 April 2026 at 12.30 pm in Discussion Room, 2nd Floor, A Block, CHRIST (Deemed to be University), Delhi NCR Off-Campus, Ghaziabad - 201003, Uttar Pradesh, India.

Title of the Thesis	:	Determinants of Credit Default Behaviour among Individual Retail Borrowers of Private Sector Banks
Discipline	:	Commerce
External Examiner - I	:	Dr Mahesh Chandra Joshi Professor Center for Distance and Online Education Manipur University - Jaipur Village Dahmi Kalan, Ajmer, Delhi Highway Jaipur - 303007 Rajasthan
External Examiner - II	:	Dr Masood Husain Siddiqui Professor Department of Statistics University of Lucknow Lucknow - 226007 Uttar Pradesh
Supervisor	:	Dr Babita Jha Associate Professor School of Business and Management CHRIST (Deemed to be University) Delhi NCR Off-Campus Ghaziabad — 201003 Uttar Pradesh

The members of the Research Advisory Committee of the Scholar, the faculty members of the Department and the School, interested experts and research scholars of all the branches of research are cordially invited to attend this open viva-voce examination.

Registrar (Academics)

Place: Bengaluru
Date: 10 April 2026

ABSTRACT

Credit default amongst the retail borrowers has become a major concern for private banks in India due to the aggressive lending practices and increased unsecured lending. Apart from the traditional methods used for credit risk assessment, understanding the non-financial characteristics contributing to credit risk has become the need of the hour. This research explores the determinants of credit default behaviour amongst the individual retail borrowers of private sector banks in India. The study examines five major constructs: Quality of Life, Peer and Family Influence, Alternatives to Repayment, Financial Literacy, and Loan Awareness and its influence on credit default behaviour. The study further expands to study the mediating role that Borrower's Attitude plays in default behaviour by acknowledging the psychological and behavioural interventions involved in influencing the default behaviour, which is beyond the role played by financial determinants alone. The direct and mediating relationships of variables with credit default behaviour were studied. The findings indicated that loan awareness, quality of life and financial literacy influence the borrower's attitude, which further leads to the conclusion that individuals who possess better awareness and knowledge about loans and finances, along with a quality of life, are more responsible with respect to repayments. The research concludes that credit default behaviour is to be understood as a versatile phenomenon that is a sum of social pressures, institutional factors or even psychological distress and hence needs to be addressed in a customer-centric manner by tailoring to the specific needs of each customer.

Keywords: Credit Default Behaviour, Private Sector Banks, Borrower's Attitude, Financial Literacy, Non-Performing Asset (NPA)

Publication

1. **Siby, A., & Jha, B. (2026).** Managing retail credit default risk using artificial intelligence and machine learning: Ethical considerations and challenges. *Lecture Notes in Networks and Systems*, 1509, 351-359. https://doi.org/10.1007/978-981-96-8793-0_28
2. **Siby, A., & Jha, B. (2025).** *System And Method For Assessing Psychological Factors Influencing Home Loan Default Intention* (Indian Patent Application No. 202541035752 A). Patent office Journal No. 19/2025, India. Publication Date: 09 May, 2025