CHAPTER-III
Prominent Issues of the Metropolitan Society in
One Night@ the Call Center

[The present chapter analyses Chetan Bhagat’s second novel One Night @the Call Center. Prominent issues of contemporary Indian metropolitan society have been explored and analyzed on the basis of the Research Tool defined in the first chapter. The deeper analysis of the novel brings out considerable issues of contemporary Indian society and how the people especially the youth of the time are affected by it. The research findings are discussed at the end of the chapter.]

3.1 Introduction: Brief Review of the Novel One Night@ The Call Center

One Night @the Call Center is Chetan Bhagat’s second bestselling novel. It was published in the year 2005 by Rupa & Co, New Delhi. The novel is based on the life and problems of the youth of India in the modern times. It is a sincere effort of the writer to bring to the surface the issues of the modern urban social milieu. The middle class section of the society is represented in the novel with all its hardships of life in the westernized Indian society. The content of the novel has much universal appeal. It expresses the concerns of the entire middle class Indian society in general. The novel is set in a call center named Connexions in Gurgoan, Haryana. The story of the novel takes place in the time span of only one night; however, it has many flashbacks or interludes that make it a very interesting and appealing stuff for reading. The writer has depicted in micro-detail, very smaller issues of the people (especially the young) who are working in night shifts in the BPO sector of India with many personal, professional, and social problems in their lives. The novelist also depicts the effects of the same on the lives of all the characters. That way the novel becomes a perfect piece of social criticism of contemporary Indian society.

The novel One Night@ the Call Center has been written in three segments like prologue, the main content and the epilogue. The writer himself comes in the prologue and the epilogue
of the novel. There are six main characters in the story of the novel; Shyam, Priyanka, Varun, Esha, Radhika and Military Uncle. Five of them are young and Military Uncle is a retired army man. The story of the novel is told by Shyam Mehra in the first person. Shyam the narrator of the story is the chief protagonist of the novel to be called the mouth piece of the writer, Chetan Bhagat. One can also observe certain sparks of Chetan Bhagat’s thinking in the character of Varun in the novel.

In the prologue, it is mentioned that the writer is travelling back to Delhi from Kanpur. He was invited to IIT Kanpur to deliver a speech. He happens to meet a beautiful young girl in the train. She is a co-passenger of the writer. She is also going to Delhi. There starts an informal talk between them. The writer introduces himself as Chetan Bhagat; a rising Indian writer in English. The girl recognizes him and now she wants the writer to write a book on the life of the young people who work at call centers. She has much material to tell the writer about the life of the young people working in the BPO (Business Process Outsourcing) sector of India. The writer initially does not agree to it as he does not see enough content to write on such a theme but finally she convinces the writer to write a story.

Now the second part of the novel starts. The plot of the novel has been divided into various chapters but each chapter has not been given a separate title. The writer has given sequential numerical headings like #1, #2, #3, and so on till #38. The chapters #5, #10, #12, #18 and #23 have been given unanimous titles like My Past Dates with Priyanka- again in numerical sequence from I to V in Roman script. All the 38 smaller chapters are written in a reader friendly manner with special effects of flashbacks of romantic overtone. The leap from flashback to the further story keeps the reader awake and the same does not allow him/her to read it sub-consciously. The reading monotony is tactfully broken by introducing various interludes of romantic dates between the hero and the heroine of the novel. The writer has never missed a chance to reveal the family related and society related issues of contemporary Indian urban society like dowry, generation clashes, and agitation of youth even in the romantic narration of the story.

The novel does not contain thrilling or heart throbbing sequences of events in the story however it has universality of appeal which holds the reader tightly to read and finish the book in one sitting. The writer’s art of storytelling is so appealing that the reader keeps wondering about what is going on or what will happen next. Shyam is about twenty four
years of age. He is very smart and intelligent but he is an under employed young boy. He
works at a call center. There are other four characters of his age working with him along
with one retired army officer, Military Uncle. Shyam is not happy with what he has achieved
in life. He is depressed in his life. He has lost all his self-confidence in life. He feels much
humiliated when people taunt him regarding his present position as BPO agent and his
limited salary. He loves Priyanka. She is a modern type of girl. She has high aspirations in her
life. She works with Shyam at the call center. She loves him and wants to marry him but she
is confused. Shyam is a loser kind of a boy. She wants Shyam to be successful in life so that
she can show to her mother that her choice, Shyam is appropriate. The mother is very strict
about her daughter’s behavior. She keeps a close watch on every activity of Priyanka.
Priyanka does not like the over domination of her mother in her personal life. Her mother
wants Priyanka to marry a boy who is well settled in his life. Her first choice is an NRI. Her
engagement is also fixed with an NRI named Ganesh. Somehow, due to clashes of opinions
Priyanka breaks up with Shyam. Finally, Priyanka confirms to her mother’s wish as she finds
no secure future in Shyam.
The other four characters in the novel have their individual issues in life. Varun is not happy
with his present life. His father divorced his mother to marry an assistant in his office. Varun
is left with no parental property. So he believes that his life is full of struggle because of his
father. His other friends enjoy their life because of the rich background but he has to do the
job at a call center to earn money.
Esha is a very beautiful girl with an attractive figure, but her height is an inch shorter than
the minimum criteria to be a model. Even she wants to become a model. She keeps
approaching many modeling professionals to get the modeling contract. She has not yet
been successful. Varun likes her but she does not pay attention to his advances. She wants
to concentrates on her career as a model. She once morally compromises to get a modeling
contract and sleeps with a forty year old modeling professional. Later on, he rejects her
saying that she is an inch shorter. She feels deceived. Now she is very unhappy.
Radhika is a married woman. She has married Anuj. He is in Kolkata on a business tour. She
is a good house wife. She performs all her family responsibility well along with her night
shift duties at the call center. When she comes to know about her husband’s extra-marital
affair with a modern type of girl, Payal, she becomes very much disappointed in life. She now wants to end the unfaithful marriage.

Military Uncle is a retired army man. He does not live with his family. He was very much rigid in the traditional way of life. His son and daughter-in-law could not tolerate his rigidity and Uncle had to leave his son’s house. He is doing a job at the call center. The son has restricted his talk with his grandson also. Now he realizes that he was wrong in his attitude towards his family. He feels all alone and wishes to live with them.

Mr. Bakshi, the manager of the call center, is the boss of all the six major characters of the novel. He is an antagonist type of character in the novel. He is very tactful and an opportunist. It is because of his mismanagement that the call center is to be closed down any moment and the agents will become jobless.

All the predicaments in the lives of the major characters are just because of him. He even does not acknowledge the creative works of the agents and pockets all the credits from the top management. All the characters hate him because of his selfish and dominating behavior. All the major characters in the novel have some or the other kind of unfortunate experiences in life. Their life is not worth living. They are not happy or contented in their present life. The social and psychological reality of contemporary Indian middle class people is represented in each of the characters of the novel. The characters are the actual representations of the people of modern Indian society which is much westernized. Along with certain modern opportunities, westernization has brought certain threats to the present structure of the society. The call from God in the later part of the novel in chapter #30, is Bhagat’s best illustration of interlocking fantasy to realism. Bhagat has introduced the supernatural element in the novel. He has introduced Deus-Ex-Machine technique in a call from God-the almighty-in the novel. It is Bhagat’s art to give a realistic touch to imaginative situation like a call from God talking to the modern jeans and Pizza generation. The call from God in the novel is presented as a remedy to the unending hardships of the characters. God or their inner voice guides them all how to get out of the everlasting anxieties and dilemmas of life. God fills them all, with self-confidence and self-esteem and now the depressed characters set everything right in their lives. Bhagat with this actually reveals his deeper faith in the Almighty and his trust on the power of the inner self for making even tough situations easy.
The novel is written in a more serious manner compared to the first novel, *Five Point Someone*. The story sequences of the novel are not very thrilling or heart-throbbing, as said earlier. The story has a flow like that of a silent stream. It does not shock the reader anywhere. Chetan Bhagat shows a more sustainable sort of fiction writing in this novel. The novel has all the characteristics to be a good piece of literature in Indian writing in English. The only point which pinches in the novel is his language. Some critics are of the opinion that the language of Bhagat lacks literary standards. Chetan Bhagat, at the beginning of the novel *One Night @ the Call Center* puts an expression in the mouth of the chief protagonist Shyam which discloses the fact that the writer accepts his limitation of language standards as:

> I want to give you one more warning. My English is not that great (. . .) So, if you are looking for something posh and highbrow, then I’d suggest you read another book which has some big many-syllable words (Bhagat One 13)

He firmly believes that big emotions do not come from big words (Bhagat One 13). Due to the simplicity of words and sentence structures in his writings, the writer can easily reach the minds and hearts of average readers. This is one of the facts that many times he mentions in interviews and talks regarding his wide popularity in Indian writing in English. The content of the novel is so simple and straightforward that a reader has nowhere to apply his scholastic knowledge to extract the meaning from between the lines. As the reading proceeds, the reader finds that he is somewhere in the novel as if it is his/her own story. In the words of Aristotle’s *Poetics*, the reader while reading the novel feels a catharsis or purification of emotions.

The novel contains 276 pages in all. The size of the book is again slightly more than a pocket book. It is easy to carry. The price is affordable i.e. less than a hundred rupees. This can be considered one of the market strategies of Chetan Bhagat to keep the price of his books low enough to reach the hands of the common people. The front page is designed very eye-catchingly where free-hand sketch mirrors the scene of a call center where people are busy with phone calls. The back page contains the brief starter outline of the novel and also the cheerful photo of the writer with the contact details. All in all, the book is a perfect piece in the category of fiction in Indian writings in English.
3.2 Contemporary Indian Society Reflected in *One Night @ the Call Center*

Chetan Bhagat has represented the contemporary middle class urban social milieu of India in the novel *One Night @ the Call Center* very faithfully and accurately. The picture of the society, which is described in the novel, is not utopian in nature. The novel mirrors the portrait of the present society of Indian urban milieu which is, in many ways, similar to the actual social set up of the modern time. The reflection of contemporary Indian society can be understood with the three basic constraints of the characters’ lives in the novel; their personal life, their professional life and their social life. In each of the constraints of the characters, a complete replica of the contemporary pang and predicament of the middle class people of the present society is presented in a realistic manner. All the six major characters in the novel represent a separate issue of the time. From the personal constraints of the characters, one can observe that the problems in the lives of all the characters are the consequences of their involvement in the changing scenario of the society. The root of the issues in their life is their restlessness. The characters Shyam, Priyanka, Varun, Esha, Radhika and Military Uncle are not to a great extent satisfied in their life. They have over-aspirations in life. In the blind rush for such things, they have to compromise with the norms and standards of life. Shyam is not happy with his present situation. He wants more from life. He does not have self-confidence in life. He is a man of words and not a man of action. He has all the talents and skills but he does not take any risk in life. His girlfriend Priyanka, many a times, reminds him to change the job and do something different but he does not execute it even after his girlfriend breaks up the relationship. Priyanka is much pragmatic in her action. She is an individualist in her behavior. She does not compromise her personal interests at any rate, so she cannot maintain a healthy relationship with her mother and also with her boyfriend. The character like Esha is over ambitious in life. She does not hesitate even to compromise with her ethics to achieve her goal. She sleeps with a forty year old designer to get a modeling assignment. He rejects her giving the reason of her short height and she feels that she is cheated. Military Uncle digs his own pit in life by becoming the dominating elder of his family and he has to live away from it. Most of the middle class characters in the fiction have raised problems in their lives by becoming uncompromised somewhere in their lives. The society which is consists of
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such characters in the novel reflects the mirror image of the real society of the present time India. People of India, especially the middle class people, have grown much individualistic temperament in life. They want personal space. They hardly compromise in their personal lives. Along with it, people feel that their standard of life has been elevated. They do not like to be called indigenous. They want to show themselves modern. Modernization and westernization have considerably influenced their lives. They hardly accept their limitations of life. They have higher aspirations of life but they are not in a position to reach there. At the result of that, they experience restlessness in life. The comparative and competitive environment creates, in them, a sort of stress and uneasiness in life. The writer has genuinely thrown light on such actualities of the contemporary middle class society.

The society which is depicted in the novel is hybrid in nature; a mixed-outcome of Indian and western ways of life. The Indian society represented in the novel seems highly affected by modernization and westernization. The conventional ideals of the Indian society are much twisted or smashed up by the influence of the modernization and westernization of the time. The clash of traditional and modern value systems has created many unexpected alterations in life-standards of the people of the time. The writer has become more realistic in the novel to represent the actual image of the contemporary Indian metropolitan society with its people and their problems. The novel represents an accurate picture of the contemporary Indian social set up where common people feel an acute intensity of anxiety, worry or depression of one or the other kind due to the unavoidable compulsions in their lives. The picture of the middle class society in the novel is realistic in nature. One can observe in the novel that the characters are modernized in their likes and dislikes, their attitude and behavior. They prefer jeans, leather jacket, cigarettes, phones, pizzas, cheese sandwich, milkshake, chips, soda water, bikes, etc. which reflects their westernized life style. They go for late night DJ parties and enjoy cocktails and other western drinks. They visit expensive malls and prefer to do shopping. Women characters like Esha is fond of foreign perfumes and body spray. They like to wear expensive clothes. They prefer to go to expensive restaurants for taking fast food. The young generation is depicted as much influenced by the westernized ways of life. Such a scenario which is depicted in the novel is the actual scenario of contemporary modern generation of India. One can generally observe the young people’s craze for international branded clothes, branded footwear, fast food in
restaurants like Mac Donald, Dominos, KFC, Subway, Pizza Hut, US Pizza etc... in contemporary Indian society. The youth have an obsession for everything that is foreign and it is a common feeling that by adopting it they show themselves modernized life style.

The common life experiences of the contemporary Indian middle class people are mirrored through the variety of characters in the novel One Night@ the Call Center. The family life and the issues related to it, due to modernization and westernization, are the chief of the thematic concerns of the novel. Various families described in the novel represent some or the other kind of social problem of the modern Indian middle class society. Priyanka, the chief female protagonist, in her earlier years, was on a healthy term with her mother, but as she grew up, they could not sustain the same. She grows into a modern and free-willed young girl so she cannot tolerate any interference in her personal life. Radhika has to take care of every small demand of her mother-in-law along with her job responsibilities. She has to do lot of compromises in her personal life. Esha has left her parental home for her career as a model in a big city. She did not want the parental dominance to create any obstacles in her career. Shyam, the chief protagonist, cannot enjoy family celebrations due to his job responsibilities. Varun’s parents are divorced, so he has to face many hardships in life. Military uncle had to leave the house of his son due to his attachment to the obsolete ideals of life. The characters in the novel are shown modernized in their attitude and behavior. They are represented as jeans and vodka generation. Their likes and dislikes, their hobbies and habits are much Americanized or Europeanized. They prefer to wear jeans, T-shirts, to go for a party and do smoking and drinking. They want independence in their life. They hardly accept any outside intervention in their personal decisions. They think that they have a right to live as they wish. These are all the realistic illustrations of the contemporary Indian metropolitan life of the middle class social set up. This is very much true in the novel with the female characters like Esha and Priyanka. Esha has certain genuine physical limitation of height but she does not accept it and keeps approaching various modeling agencies for assignments. She does not retreat even when her parents do not agree to her decision. She is so mad after her modeling career that she leaves her parents and starts living at a distance so that she can avoid needless interference from her parents.

The scene of dowry, which is depicted in chapter no-# 10 with the title My Past Dates with Priyanka-II in the novel, clearly reflects the actual mind set and the condition of women due
to that issue in contemporary Indian society. Priyanka is the ex-girlfriend of Shyam. They have a break up now. They work together. She is happy with her engagement to an NRI but she does not let her mother interfere much in her decision. She wants to marry him for a safe and comfortable life but she needs time to understand her fiancé before she marries him. She neglects her mother’s hastiness for her marriage. Even Radhika a working lady and a housewife misses a lot her old days of free and fearless life. She misses a lot her wearing jeans and T-shirts. She feels herself clutched in family responsibilities as soon as she got married. She openly does not accept it, but her expressions at different times, clearly reflects her inner willingness to live life independently and at the end she does so.

The professional culture shown in the novel also reflects the reality of the current Indian society. All the six characters work at a call center. They are not satisfied with the work they are doing. They do not have any job security. They think that they will lose their job any moment. This all happens in their lives because of their boss Mr. Bakshi. He is not a visionary manager of the call center. He does not have skills or potential to run such a big business enterprise. He has the required education qualifications from some unknown university and so he is at the top position. Now, he does not worry about the future of the people working under him. He does not have any vision in his professional life. He keeps himself busy in strengthening his profile and his career. For that, he uses all the potential and skills of the call center agents like Shyam and Varun. He has submitted to his head office the web design project on his own name which is prepared by Shyam and Varun with two months’ restless efforts. Mr. Bakshi does not have any managerial skills to manage the company even though he is soon to be deputed to Boston and those who really have caliber and capacity will be soon on the road searching for jobs. This predicament is depicted by the novelists in such a realistic manner that it echoes the actual condition of about three lakh people working in the BPO sector of India. The office politics which is shown in the novel also clearly reflects the realistic traits of the contemporary professional environment of India. The fact is well illustrated by the writer that due to globalization and liberalization the job opportunities have increased in India but at the same time, it has deepened the roots of certain issues and problems in the lives of the people of the middle class community especially the youth.
With an intensive reading of the novel *One Night@ the Call Center*, keeping in mind the representation of contemporary Indian society, one can explore many facets of the metropolitan Indian social set up with have its positive and negative effects on the society. By means of a simple story of the life and dealings of some call center agents, Chetan Bhagat has skillfully woven the actualities of the present Indian society. The story is simple and strait forward. It covers the time span of one night only. The story sequence does not have thrills and eyebrow raising excitement in it, even though the writer has presented the content in such a perceptive manner that the reader is bound to continue his reading till the end. It does not provoke the reader’s inner tranquility for anything happening unusual in the flow of the story. Rather, it convinces the reader’s inner self between what is happening in the story of the novel and what is happening outside in the real world. The readers find the life and problems of the characters of the novel, as the happenings around them. The writer seems very intensive in his approach to uncover the actualities of the contemporary issues of modern Indian middle class society which is much influenced by the modernized, westernized and globalized traits of life along with the simple romantic story of the ordinary youth of India struggling hard to achieve something in life that would give them real happiness and self-satisfaction in life.
3.3 Prominent Issues of Metropolitan Indian Society in One Night @ the Call Center

3.3.1 Preamble

One Night @ the Call Center mirrors some of the very serious issues of contemporary Indian urban Middle class milieu which are consequences of the modernization, westernization and globalization of the traditional set up of the Indian society. Such concepts have created numerous opportunities for the people to connect with the western civilizations which are established on the humanistic values like individual liberty, social equality and global national values. The hold of the traditional social, political and religious domination has considerably weakened in the present Indian society. The modernization, westernization and globalization have made it possible for international investments and global opportunities in a developing country like India. It has offered golden opportunities for trade and commerce and better employment opportunities the people of the country. Along with offering global opportunities for personal, social and professional growth of the people and the society, the same has brought certain threats to the ideal social system of India. The people have started experiencing competitive environment where the proverb; survival of the fittest, proves right. It causes unrest, impatience, anxiety and insecurity in the life of the people. The lifestyle of the people has been much influenced by such foreign ways of life as the concepts applicable to one civilization may not necessarily be applicable to the any civilization. The author Chetan Bhagat has worked out the theme of the fiction One Night @ the Call Center keeping in view the above mentioned actualities of modern Indian society. One can explore certain very serious issues of the contemporary society of India with intensive reading of the fiction One Night @ the Call Center.

3.3.2 Issues Related to the Changing Indian Family System

Indian family system has established as an exclusive model for centuries together. The concept of joint family is one of the unique characteristics of the system. Some other distinctive features of it are dedicated interpersonal relationships, sharing of common resources like dwelling, kitchen, property, and other ancestral belongings. Though it is much a patriarchal in nature where the male members are dominating superiors of the system,
the role of the female is never considered inferior. The system is based on a reasonable
distribution of common responsibilities between the two genders. The male members are
supposed to take care of the outdoor responsibilities and the female members are
supposed to take care of indoor or household responsibilities. The older are supposed to
take most of the thoughtful decisions of the family affairs, the younger members are
expected to be obedient to the elders. When they grow elder, the same responsibility is
performed by them with all the wide experience of life. The joint family system offers
economic, social and emotional protection to all the members of the family irrespective of
age or earning capacity. The third generation i.e. the children are nurtured with love, care
and kindness. Good education and values of life are nurtured in them by the first generation
i.e. the elders in case the middle generation i.e. parents are occupied in their unavoidable
common responsibilities. Parents even make sacrifice in all possible ways for the children for
their safe and secure life and the children understand it their responsibility to take care of
their aged parents. The concept of Indian marriage system as a sacred and life time union is
an illustrative exclusivity even for the western world. Monogamy is one of the most
exclusive characteristics of this sacred relationship. The reciprocal trust and dedication
makes the relation sacred in the real sense of the term. Internal disputes are solved by the
elders and the relatives. The social system of various communities is so strongly
established that and there is rare chance to reach the legal courts for getting justice.

With the spread of education and modernity, the above described ideal system has been
affected much in the present time. The contemporary Indian society is passing through a
time which is much under the influence of westernization and globalization. The rigidity and
dogmas of the already established system of society hardly appeal to the modern educated
people of India. The growing individualism and tempting western values influence the
people much which offer them intellectual freedom and privacy in life. The third generation
of India is almost cut off from the deep rooted social and cultural values of India. The
generation gap in thinking and behavior pattern creates many conflicts between the two
generations. The concept of joint family has become almost obsolete in the recent time.
Many married couples prefer to live in the nuclear family which consists of the husband, the
wife and one or two small kids. It gives them personal space for living the life. The burden of
common social and economic responsibilities is considerably reduced. The dominating hold
of the elders is reduced quite considerably. It has many such and other advantages but it has also some disadvantages. The family values are ruined. The interpersonal relationships are much affected. A kind of impatience is increasing. Short temperedness is growing among the new generation people. The mental and emotional imbalance is drowning them into long lasting depression and frustration. Cases of divorce and suicide are considerably increasing in the contemporary society of India because of the lack of mental and emotional equilibrium. The cases of domestic disputes and domestic violence have become very common in society today. Chetan Bhagat in his *One Night @the Call Center* has highlighted the issues related to the changing Indian family system as follow:

### 3.3.2.1 Broken Interpersonal Relationship

In *One Night @the Call Center*, the writer Chetan Bhagat has thrown light on the very serious issue of broken interpersonal relationship in present Indian society. All the prominent characters in the fiction acutely experience the embarrassment of broken relationship with their relatives and its effects on their personal and professional life. To begin with Vroom’s or Varun’s parents, one can observe that his father does not live with his wife and an only son. Varun’s father had a relationship with his office secretary and he left his wife and only son. Shyam narrates the case of Varun’s family as: Vroom’s dad was a businessman who parted from his wife two years ago. He preferred banging his secretary to bring with his family, so Vroom and his mother now live without him (Bhagat One 24). The case of Radhika and her husband Anuj is another such example of broken interpersonal relationship. In spite of all the loyalty and committed dedication for Anuj and his family, her husband Anuj has a so called modern type girlfriend in Delhi named Payal whom he prefers to send a dozen of red roses which he has got by chance from Interflora one of the world’s largest flower delivery companies. Actually it was a fake call dialed to him by Radhika’s colleagues, but it brought to the surface the actuality of her husband’s superficial love for her. It was a love marriage between the two. Radhika was the daughter of rich parents and she left her father’s home for middle class Anuj just for love. She had to do many compromises in the traditional type middle class family of Anuj. She had to do the nightshift job and she had to take care of Anuj’s old mother. She did all well without taking care of her own health or enjoyment in life but she got disloyalty in return from her husband. She
becomes very much disappointed in her relationship with her husband and finally decides to break up her marriage with Anuj. The third case of broken interpersonal relationship is between Military Uncle and his son. Military Uncle is a retired army man. He used to live with his married son and a kid. Like a typical military man, he was very much strict and disciplined in the Indian family and social traditions. His son and daughter-in-law were people with modern thinking. There were frequent clashes between traditions and modernity in the family. Military Uncle could not think of her daughter-in-law doing a job or attending late night parties. Finally, Military Uncle had to leave his son’s house and had to do the job of a call center’s agent to supplement his income. As time passes, he realizes his mistake of interfering in the individual life of his son and daughter-in-law. He wants to settle the matter with his son and he wants to live again with him. He was in touch with his grandson who is a school boy. He sends some e-mails containing various pictures of animals and birds. The son is still angry with the father and he comes to know that his father sends useless emails to his son. He writes a mail to his father as:

Dad you have cluttered my life enough, now stop cluttering my mail box. I do not know what came over me that I allowed communication between you and my son. I don’t want your shadow on him. Please stay away and do not send him any more emails. For literally or otherwise, we don’t want your attachments (Bhagat One 160).

The content of the e-mail clearly reflects to what extent the father-son relationship has been disturbed. The modernized life style that encourages individualism has shaped the mind-set of the modern generation in such a way that social or family relationship is almost nothing to them. The relationship between Priyanka, the chief female protagonist and her mother is also not healthy. She prefers to avoid talks with her mother to avoid needless arguments and counter arguments that lead to more troubles in their relationship. Even Shyam the chief male protagonist prefers to go to work than to attend the marriage function in the family. He is not much attached to his relatives who show-off their richness. He is a modern type of boy. He thinks that it is better to go for work than to be humiliated by the relatives for his lower job designation. Esha has left her parents’ home for her aspiration of modelling. Her parents were against her desire to go for modelling but she was
so much adamant on her ambition that she prefers to live alone in Delhi, away from her parents to avoid frequent intervention in her decision to be a model. Vroom likes Esha and he wants to date her but Esha wants to focus on her modelling career and she does not have time for the luxury of having a boyfriend which can come in her way in achieving her goal. Even Priyanka and Shyam loved each other but they have to end their relationship because their thought patterns are not matching on many issues. Priyanka is not an emotional fool like Radhika who marries a person just for love. She is a very pragmatic girl who wants all possible security of future life along with love. The writer Chetan Bhagat has thrown considerable light on the very serious issue of broken Interpersonal relationship in contemporary Indian society which has challenged the typical Indian family system. The issue of broken interpersonal relationship has been very accurately depicted in the fiction through the variety of characters and their relationship with one another.

3.3.2.2 Generation Conflicts

Another most important issue related to the changing Indian family system of contemporary Indian Society depicted in the novel One Night @the Call Center is generation conflicts between the young generation and the old generation. The novel has many depictions of generation clashes. Frankly, all the six major characters of the novel have clashes of one or the other kind with the other generation. To begin with, Priyanka the chief female protagonist belongs to a middle class family but she is a modern type of girl. She is a graduate. She has a boyfriend. She dates with him. She does the job of a call center agent in the night shift. She wears clothes with suits her modern looks. She prefers to eat fast food in expensive restaurants so that she can express her modernity. She does not like golden jewellery as she thinks that it is old fashioned and only ‘aunties’ prefers to wear it. She has a mother with the traditional mind set. She wants her daughter Priyanka to be obedient to what she thinks of her daughter. Priyanka is very individualistic in nature. She, initially, follows what her mother instructs but gradually when she grows up, thinks that she has grown up enough and her mother is trying to dominate her without meaning. She rebels against her mother’s domination. Her mother wants Priyanka to marry a well settled boy, most preferably NRI and she wants Priyanka to be away from her boyfriend Shyam who is her colleague at the call center; a loser of some kind. Her mother has a bitter experience in
her life of marring a middle class person and all the hardships of her life are due to it. She doesn’t want her daughter to experience such hardships as she has experienced in life. The mother loves her daughter a lot but she wants her daughter to be careful in important decisions of her life. Priyanka shares with Shyam, the reason for her mother’s over conscious worries for her future as:

She married my dad who was just a government employee only because he seemed like a decent human being. Her sisters waited better qualified boys and they are richer today. Her concern for me comes from there. She is my mother. It is not as if she does not know what is good for me (Bhagat One 140)

Priyanka also loves and respects her mother but she wants space in her personal life. The generation clashes create a kind of irritation between the two to the extent that they have stopped talking to each other. Priyanka’s mother being a dominating mother starts objecting to what she wears, where she goes and whom she meets. She passes some irritating taunts to Priyanka’s behaviour and Priyanka also counter-taunts her mother. While talking with her boyfriend Shyam, She remembers how she and her mother had a friendly relationship and how it has spoiled.

My mom and I were best friends, until class eight I think. Then as I became older, she became crazier,’

She had different rules for me and my brother. And that began to bother me. She would comment on everything I wore, everywhere I went, whereas my brother…she would never say anything to him. I tried to explain it to her, but she just became more irritating, and by the time I reached college, I couldn’t wait to get away from her.’

All through college I ignored her and did what I wanted. In fact, this whole don’t care phase was born out of that. But at one level, I felt so guilty. I tried again to connect with her after college, but she had a problem with everything—my thinking, my friends, my boyfriend (Bhagat One 105).

The generation clashes can also be observed in the father son relationship between Military Uncle and his son. Due to his traditional ways of living life, he had many differences of
opinions with his young married son. Military Uncle did not like his daughter-in-law doing a job. He believed that women should stay at home and take care of the family and kids. He objected to her daughter-in-law going for late night parties. He had a conventional way of thinking and behaviour pattern. The son and daughter-in-law being modernized people could not tolerate Military Uncle’s domination of any kind or interference in their personal lives. Finally he had to leave his son’s home as he could not compromise with his set belief system or to cope with the modern family.

He had to do the job of a call center agent to supplement his income. He still has the same strict and disciplined regulations even after leaving his son’s house. He, being around fifty years of age, works at the call center with the young generation of about half his age. Among the six major characters working at the call center, he is fifty plus, all the others are very young with modern perspectives of life. He cannot easily adjust with the new generation even at the job place. He frequently applies his strict military rules of discipline at the job place. Shyam narrates, in the beginning of the novel, that whenever anybody is late for the pickup car to call center, he gave some dirty and it must be your fault look (Bhagat One 19.). He prefers to remain alone and isolated during the working hours. He hardly prefers to talk with his colleagues. Shyam narrates the isolating nature of Military Uncle as:

He hates to talk and is not a voice agent. Her sits on the solitary online chat and email station. Even though he sits in our room, his desk is at a far corner near the fax machine. He rarely speaks more than words at a time. Most of his interactions with us are limited to giving us condescending you-young-people glances (Bhagat One 19).

Another illustration to be observed regarding the generation clashes between the young generation and old generation is between Esha and her parents. As mentioned earlier, Esha wants to become a model. She has moved to Delhi from Chandigarh against her parents’ wish. She works at the call center to earn regular income but she is passionate about her modelling career. Her parents were not in favour of her decision of becoming a model as they thought of many ills in this field but Esha did not listen to them. She did not want any interference in her career decision, so she preferred to leave her parents so that no more
intrusion to be tolerated. She is such an individualistic girl that she doesn’t hesitate to leave her parental home and move to an unknown city for her career opportunity.

Varun has many complaints against his father for leaving him alone to face the hardships of life. He does not want to see his father’s face because he has never thought of his life in his selfish decision of leaving his mother and him for living with his secretary. Varun blames his father for all the hardships and stress he experiences in life. He thinks that he cannot enjoy his young age days just because of his father. Even Shyam, the chief character of the fiction also represents some kind of generation clashes.

At beginning of the fiction One Night @ the Call Center one can observe that Shyam is getting ready to go for the job. There are so many people gathered there in his house for his cousin’s marriage but he is not interested in staying with them for the celebration. He prefers to stay away from them all as he does not like people passing sarcastic comments on his job of a call center agent and his limited income. He even does not like the hypocrisy, his older relatives show especially during such occasions as marriage. He dislikes the way they talk and the way they behave in such celebrations.

A slight glimpse of generation clash can also be observed in the thinking and behaviour of Radhika and her ultra-traditional parents -in-law, especially her mother-in-law. Radhika works in the night shift at the call center. Her husband is out of station on a business tour. She has to manage all the household responsibilities on her own. Her mother-in-law is a very typical mother-in-law, a woman who thinks it her birth right to get all possible service from her daughter-in-law even when she is a working woman. Radhika has to arrange for cooking three meals a day time to time for her mother-in-law. She has crush almonds for her evening tea and does everything for her mother-in-law. Her mother-in law does not support her anyway in her kitchen duties. Moreover, she complains to her son for any small fault of Radhika like not crushing enough almonds for tea. She wears traditional Indian clothes most preferably sari. She does not accept that it is her ultra-traditional parents-in-law’s indirect pressure that compels her to wear such traditional clothes but she likes to wear such clothes. Actually she misses her college days and casual clothing in those days. The writer has very accurately depicted the generation conflicts in the fiction with a variety
of family relations like mother-daughter, father-son, between daughter-in-law and mother-in-law.

3.3.2.3 Condition of Women

The issue of the condition of women has been one of the major concerns of contemporary Indian society. For years together, woman has been used as an object in the hands of men. Male domination has been one of the chief characteristics of the traditional Indian society. Apart from a few examples of revolutionary women in the history of India, over all condition of woman in Indian society has been pathetic. The ancient Indian social system was very cruel to women starting from birth to death like the tradition of drowning the girl child into milk to kill it or forcing the widow to enter into the funeral pyre of the husband or the hellish life of the widow in a cell with no sufficient ventilation. In the modern times, due to wide spread of education and modernity, the intensity of such cruelty is being reduced quite considerably. The older orders are being changed for the new and special care is taken to improve the miserable condition of women. The pre-birth gender determination or girl-child abortion has been declared as a serious offence and many NGO’s have been working to prevent all such social crimes. In spite of all these efforts, many cases of woman exploitation come to the surface from time to time in present Indian society. The end of it all is still in the hands of women. They will have to come forward and help themselves for the elimination of all the pangs and predicaments.

Though the women characters in the present novel are depicted stronger, smarter and more daring, the condition of them is not very good in the present fiction of Chetan Bhagat. The woman characters like Priyanka, Esha and Radhika are modern and revolutionary; they are also victims of the age. The women are mostly represented as exploited physically, emotionally or psychologically in the novel. To begin with Radhika, she is very a sincere and obedient daughter-in-law but she is not appreciated for that. She is a very loyal wife to her husband Anuj but she does not get equal loyalty in return. Esha becomes a prey of casting couch and she is physically exploited by a forty year old modelling professional for giving her a break in modelling career but she finally comes to know that she has been deceived and rejected. Vroom’s mother is left with her small boy to her own destiny by her selfish husband to live with his secretary. She has to suffer a lot because of that. Though the
character of Vroom’s mother is not depicted in the fiction but one can sense the sighs of her loneliness for no fault of herself. Priyanka’s mother also has a very bad experience in her married life with a middle class person having no future economic security. A strong female character like Priyanka is depicted very pragmatic and exemplary. She is a very smart character. She never puts up with any kind of exploitation. It is true that she enjoys willingly the physical intimacy with her boyfriend Shyam but she is never exploited. She revolts against her mother’s over domination. She is not an emotional fool like Radhika. She wants to marry Shyam on condition that he is well settled in life. She constantly tries to tell him to get a better job but when she is finally convinced that Shyam is good for nothing and he would never do big things, she immediately breaks up her relationship with him and gets ready to be engaged to Ganesh an NRI who is in the US working with Microsoft. Priyanka is a very daring type of female character. She never bears any exploitation of her or of other women. When she was on the second date with Shyam at a restaurant, a mother-in-law was torturing her daughter-in-law for dowry. She immediately reacted to the situation and settled down the matter. The writer here seems to advocate the pragmatic approach of women in their life. Through various female characters he has tried to prove the fact that women themselves are responsible for their present condition. Unless they keep off being exploited, there would be no end to their exploitation but if they keep on protesting against it, there would be no space for exploitation. The character of Priyanka reveals this fact in a convincing manner.

3.3.2.4 Rising Individualism

Individualism is emerging as one of the challenging issues of contemporary Indian society. To explain it, in same few words, it can be understood as the independent temperament of an individual for doing anything in life and no intervention of any kind is tolerated or no compromises done by an individual. Due to modernization and globalization the overall standard of life of the people of India, especially, the middle class people have been considerably uplifted. Due to modernization and globalization, the overall thought pattern of the people of India, has been more liberalized. The political liberty in India has provided a democratic environment to the people since the last seven decades. The democratic values are interpreted as per individual convenience. The wide spread of modern education and
worldwide opportunities for earning have liberated the minds and hearts of the people. Earlier, people had to be dependent on family or social relationship for many things. For example, an individual had to follow certain norms of his community for getting social protection or he would be kept away from community. There were certain restrictions on inter caste marriages, or an individual had to follow the already established traditions of the community in various transactions. Presently, one can observe that the hold of the community over an individual is getting vanished gradually. An individual feels much freedom in comparison to the past. The economic condition of an individual due to wider opportunities has considerably improved. So the scope of being dependent on other individuals has been quite reduced.

The advancement of science and technology helped much in the growth of individualism among the people. The easy transportation facilities, next door market facilities, use of internet and computer technology, use of smart phone technology have reduced the dependency of an individual on the other individuals. At the result of it, the individual finds no reason to tolerate any needless interference of the other individual in his private matters. This is not only true of social relations only but also of the family relations. Presently it is observed that individuals within the family do not accept needless interference in their privacy. Young sons and daughters do not allow their parents to interfere in their personal decisions like buying mobile phones, selection of dresses, friends, career decisions and sometimes marriage. In the modern times, husband-wife relationship is much affected by the rising individualism. Husbands and wives cannot tolerate unnecessary of interference of the other in their individual lives. The same is the case with all other family relationships. Modernization of Indian society has brought about some revolutionary changes to the traditional structure of society. At the same time, it has brought certain drastic alterations which are enough to damage some of the really beneficial social and family values and the rising individualism is one of them. The individualists are not necessarily isolated beings rather they like to behave at their will. They commit mistakes and they learn out of it but they hardly accept other’s interference in their actions and behaviour. They believe in themselves. They have enough self-confidence to take their decisions on their own. The individualistic beings are sometimes observed short tempered or hyper sensitive as they give immediate reactions to the situations. In haste
they make some mistakes but they are so frank that they accept their mistakes and try to rectify them.

In *One Night @ the Call Center* the writer Chetan Bhagat has raised the issue of growing individualism among the youth of India. The major characters in the fiction have developed a high degree of individualism in their lives. They behave according to their individualistic approach. The prominent individualistic character is, of course, Priyanka. She is, as mentioned earlier many a times, a modern type of girl. She is depicted as a girl of free temper. She does not allow anybody to intervene in her personal life. She has grown her individualistic likes and dislikes. She has a boyfriend of her choice. Her mother does not like him still she dates with him. She wears what she likes. She does not care about what other people think or comment. She even does not pay attention to her mother’s sarcastic comments. She does not tolerate her mother passing comments on her dress and choice of jewellery. While talking about her quarrelling with her mother, she says:

> Just as I was ready to leave to come here, she made a comment on my dress (. . .)

> I was almost at the door and then she says, why don’t you wear the gold necklace I gave you for your last birthday?

> And I was like, no mom; it won’t go with my dress. Yellow metal is totally uncool, only aunties wearing it. Boom, next thing we are having this big long argument (Bhagat One 45).

When her mother forces her to marry the NRI Ganesh the following month, she very clearly refuses her mother’s wish. She has broken up her relationship with Shyam but she does not want to marry a guy whom she knows for not more than a month. She wants to know the person with whom she is going to live for her whole life. Her mother tries to black mail her emotionally but she doesn’t surrender. She says: In fact, how does it have anything to do with you? It is my life and story; I can’t marry anyone I have only known for five weeks (Bhagat One 132). She further shares her views with her colleagues as:

> Can you believe this? She wants me to get married next month. Next month! (. . .) they brought up me for twenty five years, and now they can’t wait more
Prominent Issues of Metropolitan Society in One Night@ the Call Center

than twenty-five days to get rid of me. What is with these people- am I such a burden? (Bhagat One 134).

She loves and respects her mother a lot. She also knows the fact that her mother loves and cares for her life but she is an individualist by nature. She cannot immediately bear anybody, including her mother, let interfere in her smaller matters. She has frequent quarrelling incidents with her mother. That doesn’t mean that she hates her mother. At the end of the novel when she is supposed to express what she really wants in her life, she says:

I want my mother to be happy. But I cannot kill myself for it. My mother needs to realize a family is a great support to have, but ultimately, she is responsible for her happiness. My focus should be on my own life and what I want (Bhagat One 219).

Another individualistic character of the fiction One Night @the Call Center is Esha. She, mentioned earlier, wants to make her career in the modelling field against her parents wish. For that she does all the tireless efforts. She leaves her parents’ home to avoid needless intervention and moves to Delhi. Though she is ‘hot’ and appealing, she is too short to get selected for a modelling assignment. She knows her limitations but she does not give up her efforts. She does a call center job at night shift and during the day she approaches various modelling agencies but nothing big has come her way so far (Bhagat One 22). Varun or Vroom likes her. He wants to take her to dates but Esha does not want to deviate from her ultimate goal. She very plainly denies Varun’s advances to her. She persuades Varun as: ‘I’ve told you before. I have to focus on my modelling career. I can’t afford the luxury of making a boyfriend’ (Bhagat One 128).

She is so passionate about her modelling career that she willingly chooses to sleep with a forty years old modelling professional to get a break in a major fashion show. She feels cheated when she was rejected by the same man saying that she was too short to be a ramp model. She becomes very much disappointed and realises her mistake and the consequences of being over ambitious in life. She repents a lot in front of Shyam for her mistake. She says:
I hate myself Shyam. I just hate myself. I hate my face and the stupid mirror that shows me this face. I hate myself for believing people who told me I could be a model (153).

Her individualistic nature ruined her considerably. She comes to understand the reality of life. Esha and all the other five young characters represent the reality of the middle class young boys and girls of contemporary Indian society who have high aspirations in life and they strive hard to achieve them but they have to end up getting nothing. What Esha really wants to do now in life is:

I want my parents to love me again. I do not want to become a dumb model. I am sure I can find a better use of my looks, if they are worth anything. Any career that makes you compromise on your morals, or judges you because you are an inch taller is not worth it (Bhagat One 220).

Radhika is also an individualist character in the novel. She is the daughter of a rich father but she marries a middle class person Anuj. She marries Anuj just for love. Later on, she experiences very bad situations in her conjugal life. She has to do a job and also has to take care of her parents-in-laws. She goes against her parents wish to marry a person of her choice but at the end she gets disloyalty from her husband. She has done in her life what she liked. She does not entertain any outside intervention but at the end she improves her mistake of marrying a person who does not have real love for her and she immediately decides to break up her marriage.

The characters like of military Uncle and his son and daughter-in-law are to, some extent, to be considered individualistic in their attitude. Military Uncle prefers to leave her son’s home but does not compromise with his belief system. His son and daughter-in-law are also individualistic in nature that do not compromise their modern ways of living life and they prefer to live without the fatherly figure.

Vroom is altogether an individualistic in his words and deeds. He is passionate about riding bikes. Whenever he feels stressed, he prefers to ride a bike. He smokes, drinks, and go for parties whenever he wishes to go. He wants to enjoy his life fully. He is not happy with the present job of a call center agent. He has very high expectations from his life. Though he is a middle class young boy, he has the hobbies and habits of rich young boys. He spends much
of his income to satisfy his ego and that he is not a poor middle class person and he can also enjoy his life fully without his father’s money.

The writer has created all the major characters of the present fiction that are one or the other way, individualistic in nature. They have something in them that represent the contemporary Indian youth sentiments. Bhagat being a young writer knows the thought pattern and feelings of the Indian youth very well, so he can represent them in a realistic manner. He has pointed out the exclusive characteristic of the modern generation like the rising individualism among them and how it affects their life directly or indirectly.

3.3.2.5 Ruin of Indian Social and Moral Value System

Indian social and moral value system has a long and bright history. For centuries together Indian social and moral value system has been exemplary for the civilizations of the world. The social and moral codes of conduct promise moral life to every individual. The utopian concept of *Ramrajya promises* a happy and peaceful life to all in the society. Due to modernization and westernization, the ideal Indian social and moral value system has been damaged considerably. People in India do not strictly believe in following the conventional ways of living life. The westernized ways of life appeal to them a lot. They are tempted to practice the norms and ethics which may be suitable to other civilizations but not necessarily Indian civilization. For example, the concept of joint family, living for one another, concept of marriage as a sacred union, respect and obedience to elders, and avoidance of pre-marital and extra marital affairs and many more. It is observed in the contemporary scenario of Indian society that such and other social and moral degradation of social and moral values has been very common as if it were a way of life. People are observed doing all sorts of moral compromises to achieve what they decide to achieve in life. The concept of struggle hard work and patience for the right time are almost non-appealing to them. People are observed to be in a great hurry to achieve something and they fear of not achieving it if they delay it. Due to the wide exposure to globalization and westernization, a kind of restlessness has arisen in the minds and hearts of the people which lead them nowhere. The blind hunger for success at any rate is leading people to do moral compromises in life. Sometimes it is observed that people, especially, the youth prefer to violate social or moral value system just for temporary enjoyment. They do not agree to any restrictions to their individual life and so they enjoy breaking the system for
the satisfaction of their ego and that they do not believe in such old fashioned ways of life. The hollow concept of modernization and westernization sometimes is making people unsocial or demoralized and if is ruining the great Indian social and moral value system. No people from other civilizations come and invade the system but our own people themselves are damaging it and they hardly know the consequences of it.

The fiction One Night @the Call Center throws light on the ruin of Indian social and moral values by the directionless youth of contemporary Indian society. For instance, Varun’s father parted with his wife and son for his extra marital affair with his secretary. The small family is broken because of Varun’s father’s irresponsible action that completely spoils the lives of the mother and the son. Undoubtedly, he son’s life becomes full of hardships whose father breaks marriage vows by leaving him and his mother to destiny. The other is the case of Anuj; husband of Radhika who, in spite of having a very sincere, loyal and obedient wife, keeps extra marital affair with a modern type of girl in Delhi. Radhika and Anuj loved each other in the college days and it resulted into marriage but later on Anuj got fed up with his wife and started looking for love outside keeping his wife in the dark. Such and other cases are frequent happenings in the contemporary Indian society. The writer has depicted the darker side of the Indian marriage system so vividly in the novel that it reveals the actuality of the hollowness of the marriage system in the contemporary Indian society.

The concept of joint family is challenged in the case of the differences between Military Uncle and his son’s family. Due to modernity and high standards of living life, the son and his wife do not care if the family is broken. The son is ready to forget all the love and care of his father but he is not ready to forget the rigidness of his father. In contemporary India, many of the joint families are broken, just because of the differences in opinions of the two different generations.

The case of Esha is an appropriate illustration of compromising the moral value system to achieve the desired goal at any rate. She wanted to be a ramp model. For that she did all possible efforts. She went to all the modeling agencies and agents to get a modeling assignment but she could not get any considerable success. Finally, she came to the extent of compromising her morality by sleeping with a forty years old modeling designer to get a break in a major fashion show. She was physically exploited and later on she was rejected for the reason of her insufficient height. She felt deep sense of disappointment as she was
deceived. She was not forced to do it. She willingly chooses to do it. She was so ambitious that she could not understand was she was doing. If she understood, she would not have thought it moral alright to do it to achieve her goal. She was in a hurry to achieve it and she did not hesitate to do what she was doing. She never thought of Varun’s true love for her. She has no other option but to repent on what she did for her false concept of success. She confesses her guilt in front of Shyam as follow:

I slept with someone, (...) to win a modeling contract.
I just had to sleep with him once to get a break in a major fashion show. Nobody forced me. I choose to do it. But ever since, I feel this awful guilt. Every single moment. I thought it would pass, but it hasn’t (...) you know what this man said afterwards.
Which man? I said.
The guy I slept with—a forty year old designer. He told my agent later I was too short to be ramp model. Like the bastard didn’t know that when he slept with me (Bhagat One 153).

The point of discussion is, if the modeling designer had not rejected her and had given her a break in a major fashion show, would it have been alright for her to do what she had done to get that? Would she have felt any sort of guilt for what she did to reach her dream? Would she have confessed her wrong doing to a person like Shyam? Wouldn’t she have become an example for the upcoming modeling aspirants to take wrong path to reach their goal? All sympathies with Esha for the wrong that happened to her, but she should not have gone down to the level that she went to get the favor. Anything achieved immorally, gives ignominy sooner or later.

Priyanka, while on her third date with Shyam, seems a very irresponsible girl who approaches Shyam for love making. Her expression: when was the last time we made love? (Bhagat One 102), clearly exposes the fact that she has enjoyed love making with him earlier many a times. She does so out of enjoyment. In her third date with Shyam she plans to make enjoy confined sex in a company Qualis car and she asks if Shyam has a condom. Shyam is also to be considered an irresponsible boy for indulging in immoral love making. He always keeps one in his pocket as he says that people like him live in the constant hope of getting a chance. They enjoy sex for about twenty two minutes. They do not feel any guilt
for what they are doing. They do it all for joy. She and Shyam have pre-marital sexual relationship. They are sure to get married but somehow Priyanka changes her mind and they broke up their relationship. They even do not think of how far they have gone into that relationship. They represent the irresponsible young generation who is not very serious in their deeds. Indian moral social system does not permit pre-marital sexual relationships of any kind but it makes no difference to the younger generation like Priyanka and Shyam. They do such things as a part of enjoyment. They are not only cheating their parents but also their future life partners.

The figure is also pointed towards the writer Chetan Bhagat for describing at least one love making scene in all his fictions. The question is whether Bhagat does it as a need of the story or he does it to tempt the young generation to read his book because his books have such love making scenes. Many critics take it as degrading of the standards and norms of contemporary Indian English literature. The Bollywood style of adding an item song and love making scenes in a movie attracts quite a good number of audiences to watch the movie. In most of cases, the scenes have hardly anything to do with the main story. Presently, Bhagat is the most adapted writer for Bollywood movies and he may have the art at hand how to attract his readers.

Why to blame only the writer or film maker for that? The readers or audience can also be equally held responsible for that. The contemporary taste of the reader or audience has changed. A considerable number of readers or audience needs such stuff to be there to read a fiction or watch a movie. They are served what they need, but being a socially and morally responsible people, the readers or film makers have to take the responsibility of maintaining social and moral standards of society. The love making scene of Priyanka and Shyam in the present fiction has no direct connection with the main story sequence. It can be understood as representing the irresponsible behavior of the contemporary youth of India.

3.3.2.6 Dowry

It has been a very good trait of the writer Chetan Bhagat to raise the issue of dowry and its consequences on contemporary Indian society in most of his fictions. It seems he has a very deep concern for the victims of the devilish curse of dowry still prevailing in the contemporary Indian society. In chapter #10 titled My Past Dates with Priyanka-II the issue
of dowry and its consequence on women has been very keenly described by the author. Shyam and Priyanka were on their second date at Havmore restaurant. It was like a family place. They had a very good time there. They ate good food. They talked about their colleagues. As they got ready to go, they heard an old woman bitterly scolding a young woman who was her daughter-in-law. She was torturing her with her bitter words because she had not brought enough dowry. She was repenting as:

What to do? Since the day this woman came to our house, our family’s fortunes have been ruined (. . .). The Agra girl’s side were offering to set up a full clinic. I don’t know where our brains were then (Bhagat One 86).

The daughter in law had tears in her eyes. She had not touched her food. Her husband was eating nonchalantly. The husband was a doctor, an educated young man and he wanted to open his clinic with his in-law’s money. He was silently eating, paying no attention to what was going on around him. He was indirectly accepting that he was also interested in dowry. The mother-in-law still continued scolding her daughter-in-law as:

Look, at her now, sitting there with a stiff face. Go, go to hell now. Not only did you not bring anything, now you have dumped these two girls like two curses on me, (. . .)

‘Say something now, you silent statue,’ (. . .) ‘Who will pay for these two curses? Say something now,’ (Bhagat One 86).

The mother-in-law kept on shaking her daughter-in-law’s shoulders. The daughter-in-law literally started crying and tears came down faster from her eyes. She was helpless as her only hope, her husband, was hungry for dowry and she cannot expect any help from him. Priyanka could not bear the situation and she jumped into the matter saying:

‘I will say something,’ Priyanka shouted, facing the mother-in-law.

‘Who are you? The husband asked.

‘We’ll worry about that later,’ Priyanka said. ‘But who the hell are you? Her husband I presume?’

Huh? Yes I am. Madam, this is a family matter,’ he said.
Oh really? You call this a family? Doesn’t look like a family to me,’ Priyanka said. I just see an old shrew and a loser wimp who are troubling these girls. Don’t you have any shame? Is this what you married her for?

‘See, here is another one,’ the mother in law said. ‘Look at the girls of today: don’t you know how to talk-look at her, eyes made up like a heroine.’ (Bhagat One 86-87).

Priyanka lost all her temper on the mother and the son who were mentally torturing the young woman of their family. Now the situation became very serious. Priyanka was in a mood to teach a lesson to both the mother and the son for tormenting an innocent woman for dowry. She continued as:

‘The young girls know how to talk and behave. It is you old ones who need to be taught a lesson. These are your granddaughters, and you are calling them curses? Priyanka said (. . .)

‘Who are you madam? What is your business here? The husband said, this time in affirm voice.

‘I’ll tell you who I am,’ Priyanka said (. . .)

Three years, Harassing women is punishable for three years. Quick trial, no appeal,’ Priyanka said and stared at the mother-in-law (Bhagat One 87).

The writer here takes the very good chance to advocate the matter that young people of India like Priyanka have to take initiatives to control over a devilish issue like dowry. The young people like the doctor are really a shame to society who, having top education, are hungry for dowry. Priyanka gave her identity as Priyanka Sinha, CBI, Women’s Cell and immediately the mother and the son froze. Priyanka was so confident in her talk that they could not even for a second believe her a fake. Immediately the conversation took a U-turn and both the mother and son started convincing Priyanka to pardon them with folded hands and they immediately left the place.

The writer has taken a very good chance here in the main stream of the story to describe the and pathetic condition of women who are still suffering mental or physical torture due to issues like dowry prevailing in the contemporary society. The present story sequence in
the novel exposes the darker sides of contemporary Indian society. The issue of dowry has taken the lives of many innocent women or it has spoiled the lives of many women worse than hell. The writer takes the opportunity here to convey the message to the young Indian generation to fight bravely against the monstrous issue of dowry the way Priyanka did. Though the main story line has nothing to do with the incident of dowry but the writer must be appreciated for interweaving such social issues to bring them to the notice of the young readers.

### 3.3.3 Changing Urban Metropolitan Realities in the Westernized Scenario

The fiction *One Night @ the Call Center* throws light on the changing urban realities of modern India and their effects on the people at large. The urbanization of the modern India has brought about certain promising advantages to the urban sector of India. The industrialization has considerably benefited the urban part of developing India. The globalization and the free trade policies have made it possible for urban areas to achieve all round development. Industrialization requires multilane highways, water facilities, uninterrupted power supply, good transportation facilities, sufficient land resource, human resource, material resource and many other things for smooth production and distribution. All these indirectly give benefits to the urban population to a great extent. Urbanization has brought about better public transport facility, healthcare facility, facility of world class education at the door step, world class production houses and manufacturing units. Such and other global developments have provided the people of urban India ample opportunities for better job options or better earning opportunities, and high standards of living. Urbanization and modernization, along with giving many advantages as mentioned earlier, also have brought about certain very serious issues in urban society like unrest among the rising middle class, the anxieties and depression due to job insecurity, job dissatisfaction, physical and economic exploitation of the workers and labourers, price rise, black money, black marketing and many other such issues in society. Westernization has affected the urban Indian society to a great extent. It has affected people’s thought and behaviour pattern. The language, clothing, food habit, likes and dislikes, standard of living and other factors of the people have been much affected by the westernization of the society. The mall culture is piling up world class brands in the market. The people gradually
grow brand conscious and later on brand loyal. The expensive branded cloths, overpriced shoes, world class imitation jewellery, branded cosmetics, international branded fast food and many other items of daily use have a noticeable hold over the market. The party culture like DJ parties, rave parties, kitty parties, business parties, birthday celebrations and many other celebrations like ring ceremonies, wedding anniversaries etc. have a high impact of westernization on them. The changing urban realities have also encouraged many antisocial ills like drinking, smoking, gambling, prostitution, crimes of all kinds like kidnaping, extortion, stealing and looting, blackmailing, rape, murder, hit and run cases. The urban Indian society is rapidly changing to ultra-modernity and more and more western ills are entering into it, making the urban part of India, like ‘a waste land’. Urban milieu of Indian society has been the chief of the concerns in first five fictions of Chetan Bhagat. He belongs to the urban middle class background so he can realistically present the actualities of urban India in the best possible manner. Kshirsagar, Bonde and Shinde rightly point out:

The fictional works of Bhagat ( . . . ) reflects the changing urban realities in globalizing India. Through these works Bhagat subtly portrays the fast growing cities and urban zones along with all the global factors, affecting the life, experience, dreams, and attitudes of today's youth. Bhagat very comfortably depicts women empowerment as one of the positive effects of globalization, at the same time, consumerism, eroding values, and rising fears and anxieties of urban Indians as some of the negative offshoots of it cannot escape his piercing observations (7).

One night @the Call Center represents the metropolitan culture with the changing urban realities. The story is located at a call center in Gurgaon in Haryana which provides its services to Western Appliances for the customers in the US. All the six major characters live in Delhi, the capital and a metropolitan city of India. Three of them are men and other three are women. They work in the night shift at the Connexions Call center. Chetan Bhagat, in all his fictions, noticeably tries to focus on the changing urban realities and its impact on contemporary Indian society. The various descriptions in the present fiction clearly reveal the fast changing urban realities of India. When the group of all the six characters is going
for a party in the company car, Shyam narrates the real estate infrastructural development of the sites on the both sides of the highway as:

> We passed fields and construction sites filled with materials like cement, bricks, and iron rods. In a few places, there were deep holes, as builders constructed the foundation for super-high rise apartments. I think the whole of Delhi had decided to move to Gurgaon, and people were growing homes along with the crops (210).

The description of mall culture of Delhi in the present fiction reveals the fact very clearly about the artificial life of the urban India. The present age is an age of advertising and marketing. In recent times, people in India are getting very much crazy after international brands of all kinds. They feel a sort of modernity in possessing all such pocket emptying brands and products. The companies give very tempting advertisements and do tactful marketing so that people start feeling that they are happy or rich only when they use these brands. Shyam, the narrator of the fiction, describes his visit to a mall as:

> We walked around the perimeter of Sahara Mall. We passed by several advertising hoardings showing all kinds of people: a couple all smiles because they had just bought a toothbrush; a group of friends giggling over their mobile phones; a family happily feeding their kids junk food; a young graduate jumping with joy, clutching a credit card; a girl holding seven shopping bags and beaming. All ads had one thing in common. Everyone looked incredibly happy (...). They say youth because they want the damn Pizza Huts and Cokes and Pepsis of the world to come and give their ads to them. Ads that say if we spends our salary to have pizza and coke, we will be happy (Bhagat One 202-205).

The show off in the contemporary Indian society has spread so much that people have to do it even if it is beyond their reach sometimes. People go for parties because they think by doing it, they are recognized as modern and high fashioned people of high standards of life in society. Some people go just for fun and many go to get temporal relaxation from the daily stress of life. Modernization along with some positive advancement has resulted in certain psychological ills like depression, frustration, tension, worry and anxiety of some
kind. Restlessness has coiled over the middle class people whose income resources are very limited and their aspirations very high.

Party culture, in chapter no #27 of the present fiction, represents modern urban life style and the high standard of metropolitan India. Shyam and his friends go for a drink at Bed which is a place for DJ music cum drink party. At the main entrance they came to know that on that day the entry was restricted to members only and the annual membership fee is fifty thousand. The interior of the place was decorated with ultraviolet bulbs, variety of candles and all sorts of modern interior decoration. A fusion of French-African-Indian music was being played. They were served long Island Ice teas and cocktails. Vroom took a big drag from the hookah with apple flavour. There were two LCD screens at a corner. A youth-special Bollywood item song was being played on one of the LCD’s and a girl was stripping off her clothes items one by one with the progress of the song.

The young generation and their likes and dislikes, their hobbies and habits, their interest and lethargy described in the fiction also represent the glimpses of the changing urban realities of contemporary Indian society. They like to wear jeans and T-shirts, prefer to eat Pizza and other fast food, habituated to smoke and drink, crazy for branded perfumes and jewellery, dream to have expensive cars, visit shopping malls, and DJ parties. They use smart mobile phones and use internet to collect all necessary information.

Vroom get all necessary information from the internet like- bikes, jobs, politics, dating trips and also pizza nutrition as well. (Bhagat One 95). Vroom believes that pizzas are the ultimate healthy diet. He says: “If I do not get my pizza thrice a week, I will die” (Bhagat One 95). Shyam takes her girlfriend for dates and orders rich food. They drink vodka and other cocktails. They do not hesitate to enjoy sex in a confined place like the company car. All this and other matters disclose the fact that the contemporary Indian metropolitan life has much been westernized. Such westernization is leaving very bad effects on society. The people who keep a safe distance from all such matters sometimes feel inferior and uncultured. The young generation is wasting its time, money and energy for such a temporal pleasure and they are left motiveless, directionless and helpless at the end. The entire society is becoming affected by such a hybrid culture. Not only the big metropolitan cities but also small cities and towns, till unaffected, are coming under the forceful cyclone.
of westernization under the wrong concept of modernization. The considerably increasing ratio of crimes and anti-social occurrences can be considered as the immediate off-shots of the polluted westernized culture in contemporary Indian society.

### 3.3.4 Issues Related to Globalized Job Environment

The fiction *One Night @ the Call Center* throws noticeable light on certain very serious issues related to the globalized job environment experienced by the middle class people at their job places in contemporary Indian corporate scenario. Industrialization and globalization promise visible modernization of the trade, commerce or the business sector of contemporary India. The same promises unprecedented advancement in manufacture or production sectors. Along with that, the service providing sectors also receive unusual modern corporate culture. The global investments make it possible for various MNCs or multi-national companies to establish giant sized units in India both in the production and the service sectors. Such globalized environment creates ample opportunities for various job placements to the eligible human resource of India. Millions of people get employment and it really helps solve the serious issue of unemployment in India. There are many such advantages of globalization in a developing country like India. For example, consumers can avail of a variety of products and services at competitive rates, the local raw material resources can get global market and in the long run, it can help to create international understanding due to the interdependence among the countries. Any such advancement can also bring certain adverse effects with it and globalization and modernization are no exception. The money economy can hold the market tightly. Consumers, once used to the global brands, can be economically exploited by the brand manufacturers and service providers. Such global investments are done by the companies for profits and no loss tolerated. When a unit is established, it gives employment to many people, it uses many local resources but when it is shut down or likely to be shut down, it leaves very adverse effects, especially on its employees.

The author Chetan Bhagat in the present fiction, *One Night @ the Call Center* has reflected this fact very well by taking the example of BPO sector of India. The setting of the story of the fiction is the Connexions call center where many people work mostly as call center
agents. Bhagat has focused on the problems and issues of the large number of people working in this service sector of India, mostly in night shifts. In the prologue of the fiction it is said:

Some 300,000 people work in the industry. They help US companies in the sales, service and maintenance of their operations. Usually younger people work there in night shifts. Quite interesting actually. (Bhagat One 7).

All the six major characters of the fiction Shyam, Priyanka, Varun, Esha, Radhika and Military Uncle work at the call center in night shift. There is a manager of the call center. His name is Mr. Bakshi. Shyam narrates the character of Mr. Bakshi as:

Bakshi was around thirty but looked forty and spoke like he was fifty. He had worked in Connexions for the past three years. Before that, he did an MBA from some unpronounceable university in South India. He thought he was Michael Porter or something and loved to talk in manager’s language or manages, which is another language like English or American (Bhagat One 52).

Mr. Bakshi is a non-contributor manager of the call center. He is not competent enough to run the call center. Actually he has become manager of the call center because of his higher educational qualifications but he has no potential to run the call center in a profitable way. He is only interested in saving his job as the manager. It makes no difference to him whether the agents will be jobless or not. He is likely to be transferred in Boston. The call center is making loss day by day but he is not taking any remedial actions and so the job of thousands of agents is in danger. The company head office has almost finalised to right size the available human resource or the call center will be shut down any time and thousands of agents will lose their job.

All the six major characters work at the call center under the mental pressure that they will be jobless sooner or later. They always experience a kind of mental stress and fear of losing their job. It gives considerable stress on their personal, professional and social life. Shyam has lost all his self-confidence and self-esteem in life. His girlfriend Priyanka has ended their
relationship because of his future job insecurity. His relatives and family members do not give him respect and taunt him on frequent occasions on his low profile job and limited salary. He remains so mentally disturbed that he prefers to avoid attending family celebrations. He has lost all his hope of becoming successful in life. Priyanka wanted to open a school but she has to do the job. She has high expectations from life but she is not in a position to fulfil her dream because of limited income resources. Esha has not succeeded in the modelling career still she does not leave her efforts to be a model because she does not see her safe future as a call center agent. Varun has all the calibre and capacity to run his own company but he dare not take the risk of leaving the job because of the lack of self-confidence due to the pressure of the present job as a call center agent. Radhika and military Uncle are also not contented with the present job and they want to try something different.

The following issues of globalized job environment can be understood with special reference to Bhagat’s present fiction One Night @the Call Center by analysing the working and behaviour pattern of the various characters of the fiction.

The first issue that emerges from the globalized job environment in the fiction is the problem of under-employment. One can observe in the fiction that Shyam and Varun are very intelligent and capable young boys even to run the call center. They have some innovative ideas to save the call center from closing down. They prepare a troubleshooting website that can increase the business of the call center with changed parameters of customer service of their client, Western Appliances but Mr.Bakshi doesn’t give them the credit for it and sends it to the head office as if it is prepared by him. Both become very much disappointed but they are helpless as they are not promoted by their boss. Even Shyam imparts all the volunteer services as per the need like training in American accents to newly appointed agents, helping Mr.Bakshi with his office work and working as in-charge team leader. Still Shyam has not been appointed as permanent team leader. Priyanka; Shyam’s ex-girlfriend advises him to change the job because he has all the potential and caliber to be successful but Shyam does not take the risk of leaving the present job because he says:
I’m tired of job hunting. There is nothing good out there. And I’m tired of rejections. Moreover, what is the point of joining another call center? I’ll have to start as a junior agent all over again (. . .) and let me tell you this, I may not be team leader, but I am happy, I am content (Bhagat One 106).

In the globalized job environment, cut throat competition and survival of the fittest kind of situation, is taking hold of the society. People, especially middle class working population, are experiencing insecure or unsafe atmosphere in their lives. In the case of Shyam, one can observe that, he has to show that he is happy and contented with the present job but actually he is not. He is suffering from the problem of under-employment. He cannot get the job as per her potential outside his job place. He has invested his promising years with the Connexions call center and if he leaves his current job, he finds no hope of getting a better opportunity. On the one hand he is not satisfied with what he is doing and on the other he is feeling insecure outside. So frustration or anxiety does not allow him to come out of his inferiority complex. The same is the case with Varun. He wants to do something different in life. He has the potential to make his dreams come true but he is a victim of depression which has come in his life because of low self-esteem due to the low profile job environment. He is also not happy with what he is doing presently as he thinks: “People I worked with are becoming national TV reporters but look at me. Taking calls from losers and being asked to help with loser jobs” (Bhagat One 120).

The globalized job environment has brought about the problem of job insecurity in the lives of the major characters of the fiction One Night @the Call Center. One can observe that the call center is going to be shut down any day and soon the employees will be on the road searching for jobs. This is all happening to the lives of the call center employees because of the visionless management of the manager of the call center, Mr. Bakshi. Though he is a qualified post graduate in management, he is lacking all the productive managerial skills. Though the call center is not making any substantial business, it makes no difference to him. On the contrary, he is wasting his productive time in the unproductive access of various porn websites. Shyam and his friend, while viewing in his office computer the history of the sites visited, come to know that he has accessed:
Prominent Issues of Metropolitan Society in *One Night@ the Call Center*

Timesofindia.com, rediff.com, and then we have, Harvard business review website, Boston weather website, Boston places to see, Boston real estate. There is more (. . .) awsomeindia.com-the best porn site for Indian girls, adultfriendfinder.com- a sex personal site, cabaretlongue.com-a strip club in Boston, porn-inspector.com...hello, the list goes on in this department (Bhagat One 175).

The call center is not making any profit and now the head office comes to the decision to close it down, or relieve some of the employees from the job to do cost cutting. The employees become much disturbed and they go to the manager Mr.Bakshi to request him to take some initiatives to save the call center and their career, Mr.Bakshi does not have any plan B in his mind, so he just gives superficial consolation to them, but actually he has not thought of any possible remedy. He is only interested in closing down the call center so that he can be transferred to Boston. When Varun inquires about the reasons of cost cutting, he argues as:

> We never want to fire people, Mr. Victor. But we have to right size sometime.

> Why? Why we are firing people when clearly there are other things we can do.

> We have carefully evaluated all the plausible and feasible alternatives, I am afraid; (. . .) Cost cutting is the only alternative (Bhagat One 176).

The idea of losing a job shakes any individual from within. In the contemporary India, job security is a burning issue for the people. Day by day, many companies are being closed down due to market fluctuation, and cut throat competition with the multi-national companies. All the six major characters of the fiction experience a kind of mental pressure and a kind of anxiety for the future as and thousands of other employees do who have their families and children to take care of. Varun opposes the cost cutting or right sizing because he has some other possibilities in mind to save the call center. He says:

> Sir, but cost cutting is useless if we have no sales growth. We need more clients, not non-stop cuts until there is no company left (. . .) Sir, we can create a sale force. We have thousands of agents. I am sure some of them are good at sales. We talk to customers every day, so we know what they
want... (. . .) Why don’t we send some agents to the US to try and increase our client base (Bhagat One 177).

Varun and his friends try to convince the manager Mr. Bakshi for doing all possible things to save the call center and their job, but when they find no hope from Mr. Bakshi, Shyam asks him about the ultimate plan from his office and when they find out who gets fired or right-sized? Mr. Bakshi very irresponsibly answers that he and the head office are finalizing the list and they will let them know by that morning or early the next day night. Radhika asks him how many people will lose their job and the answer of Mr. Bakshi was that they are planning for thirty to forty percentages. Varun immediately calculates out and exclaims that the figure would be hundreds of people but Bakshi’s cold reply was that it was called corporate life. (Bhagat One 179).

The writer Chetan Bhagat, by presenting the actual situation of the corporate job environment in the present fiction, has very acutely represented the pain and pathos of the millions of the Indian employees who are facing the problem of job insecurity and the consequences of that. He has ingeniously expressed the inner predicaments of such people by creating an actual picture of the middle class struggling youth. They are experiencing very awful mental stress and anxiety in their professional and personal life due to the uncertainties in their career.

The global job environment brings sheer frustration and everlasting anxieties in the life of the victimized employees. The fact is very well depicted in the present fiction. Though there may be tough competition in market, a well-managed business firm has longer future, but it is shown in the novel that the call center is at its closure because of the mismanagement of its responsible leader. The writer has created the pathetic situation of the victims so conspicuously in the present fiction that the readers can have all the sympathy for the victims. The frustration and anxieties which are experienced by the characters in the novel are not just because of the job insecurities but also because they are not appreciated or acknowledged with the credit for the work they do.

Once Shyam and Varun prepared a troubleshooting website to increase the business of the call center so that the cost cutting or right sizing could be avoided, the project details and the user manual, the manager Mr. Bakshi sent it to the head office on his name and he
drewn’t mention the names of the real contributors who did all the hard work to prepare it. The real contributors Shyam and Varun became very angry but they could not say anything to him. They worked on it for six months, but they couldn’t do anything because of the fear of downsizing them. Their self-confidence is at the bottom, so they dare not protest against the injustice done to them.

Finally, the call from God fills all the major characters with ample self-confidence and now they raise their voice against all the injustice done to them and their career at the call center by the manager. They work out a plan to drive Mr.Bakshi out of the call center and have a new leader who can save the call center and their career. They write a fake email from his mail account to Esha offering her all possible help from right sizing her name from the list on one condition that she would sleep with him for one night and make him happy. They found this as the only way to drive him out of the call center for something good to happen. The plan was successful and Mr.Bakshi could not understand what to do. The mental pressure they all were suffering from, finds its way as follow. Shyam bangs a management book and on Bakshi’s table and says:

You do not deserve a posting to Bhatinda. You do not even deserve a job. In fact, one could argue you do not even deserve to live. You are not just a bad boss, you are a parasite: to us, to this company, to this country. Damn you (. . .) Listen, you idiot. I don’t care about this job, but there are agents with kids, families and responsibilities in life. You can’t just fire them. They are people not resources (Bhagat One 237-39).

Bakshi now understands it well that he has no way left to control them. He pleads them not to spoil his career. He says:

I have a family with two kids. With great difficulty my career is going fine. My wife wants to leave me anyway. Don’t destroy me, I am Human too (Bhagat One 237).

Finally, they become ready to let him go on one condition that he would resign from the post of the manager of the call center, leave the city, and the country as fast as he can. They say that they need a new boss, a normal, decent, inspiring human being and not a slimy, blood-sucking goofball with fancy degrees like him (Bhagat One 240).
Chetan Bhagat in the novel *One Night @the Call Center* has very accurately reproduced the realistic situations of globalized job environment and issues related to it in contemporary Indian society. The characters are actual representations of the people and the situations of globalized corporate job environment in recent times. The setting is a call center, which is a small segment of the society, but the problems and the issues which the characters experience, reflect the actualities of the contemporary Indian global job environment. The writer has made the story of the fiction realistic and authentic to be taken as the actual picture of the contemporary India in a globalized environment, where westernization and industrialization have brought about many social and professional evils along with some appreciable advancement in the life of the people.

**3.3.5 Governmental Policies and their impacts on the Young Generation**

The author Chetan Bhagat in the present fiction *One Night @the Call Center* has criticised the ruling governments for the contemporary situation of our country. It has been more than seven and a half decades since we got independence but the country has not done considerable progress like that of Japan, Germany or China having fresh starts almost at the same time. There can be many reasons for that but one of them can be the will power and the developmental policies by the then ruling governments. The politicians have taken due care up till today to save and secure their power and positions by all means. The governments seem to have drastically failed to make effective policies that promise the country peace, progress and prosperity. The policies of governments of various tenures have not been so successful promise the country minimum food security, good education, good health, good employment, and of course good natural environment. The visionless politicians and administrators never seem to have become serious to make our country great in the real sense of the term. A country can never be great by taking pride of her prosperous past cultural history, but the present has to be equally great so that the same present can be great past for the next generations to take equal pride for their country.

The writer Chetan Bhagat in the present fiction has echoed his inner voice against such inaction of the governments through the character of Varun who can be called his mouthpiece. Varun is an extrovert young boy from the middle class urban background. He is not satisfied with his present situation in life. He and his colleagues work hard but they do
not get the rewards of their work. Though they are very clever and competent young boys and girls they have to work at a call center which provides call services to the people of America for various small helps in using home appliances. They feel that they are wasting their time and energy in such unproductive work, when they have the capacity to do better for themselves and for the nation. They think that the past and the present governments have failed to create a situation for the emerging generation to invest their potential for better work environment. They feel that our government doesn’t realize this, but Americans are using us. We are sacrificing an entire generation to serve their call centers (Bhagat One 199).

Vroom says:

There is nothing wrong with working night and I agree money is good. But the difference is, we don’t have jobs that make us work to our potential. Look at our country, we are still so behind, these Americans, even when, we know no less than them. ( . . . ) like there is so much to do. We should be building roads, power plants, airports, phone networks and metro trains in every city like madness. And if the government moves it’s rear-end and does that, the young people in this country will find jobs there: Hell, I would work days and nights for that-as long as I know that what I am doing is helping build something for my country, for its future. But the government doesn’t believe in doing any real work, so they allow these BPOs to be opened and think they have taken care of then youth (Bhagat One 200-1).

The words of Varun can be considered as the voice of all the struggling youth of the contemporary India who have all the calibre and capacity in their respective fields but they are helpless to contribute to themselves and to the country because they do not get the proper platform or proper chance to utilise their capacities in India. For example, many scientists in NASA are young people from India. They could get the chance to use their potential there in foreign country but not in their motherland. The reason can be, either India does not have enough facilities or future vision in ISRO to use their potential or the country has drastically failed to identify their potential and so they have to try somewhere else. The issue of brain drain is another big issue in the contemporary India. Thousands of creamy layer of doctors, engineers, technocrats and professionals migrate to various
counties outside India, because the country, or our governments have drastically failed to provide them with necessary opportunities and environment for using their potential in the country. Many such people who are not in a position to go abroad are under employed or under paid in the various private sectors or MNCs who exploit them in every way. Their calibre or capacity is wasted in some unproductive works like salesmanship, marketing, call canters, and many other low profile job positions. Again Varun rightly says:

I am angry. Because every day, I see some of the world’s strongest and smartest people in my country; I see all this potential, yet it is getting wasted. An entire generation up all night, providing crutches for the white morons to run their lives. And then big companies come and convince us with their advertising to value crap we don’t need, do jobs we hate so that we can buy stuff-junk food, colored fizzy water, dumbass credit cards and overpriced shoes. They call it youth culture. Is this what they think youth about? Two generations ago, the youth got this country free. Now that was something meaningful. But what happened after that? We have just been reduced to high-spending demographic. The only youth power they care about is our spending power (...) meanwhile bad bosses and stupid Americans suck the life blood out of our country’s most productive generation (Bhagat One 242).

The writer seems to have become seriously right to have released his anger against the governmental policies which have miserably failed to provide the new generation with the environment to utilize their talents and aptitudes for themselves and the country. The devoted martyrs and statesmen laid down their lives to make the country free from the colonial rules for the brighter future of the coming generations but looking at the present generation, one can say that all their sacrifices were in vain. The corrupt politicians and selfish administrators have left India nowhere in the competition with the fast developing world. Varun’s penetrating words at the beginning of the novel, justify the fact about the senselessness and shamelessness of the politicians and their paralysed policies and their effects on contemporary Indian society. He says:

Why don’t politicians ever commit suicide?
All kind of people – students, housewives, businessmen, employees and even film stars commit suicide. But politicians never do. That tells you something. What?

That suicide is a horrible thing and people do it only because they are really hurt. This means they feel something. But politicians don’t. So, basically, this country is run by people who don’t feel anything (Bhagat One 47).

The hopeless policies of various governments have not promised considerable progress of the country. That doesn’t mean that there is no possibility of progress in India. People of India love their country and they can do anything possible for the nation. Governments come and go, what remains is the sentiment and feeling of people for the nation. Though India is considered one of the poor counties in the world, people of India still love their motherland and they are always ready to do all needful for their county. The people of our country are always hopeful and hard workers. They can never stop loving their motherland and one can do any favour for someone whom one loves dearly. The writer Chetan Bhagat at the end of the novel has created such a situation that the characters who were hopeless and helpless are filled with all new vigour and enthusiasm for doing something worthwhile by their own means without remaining dependant on the hopeless governmental policies. They plan to do something that will help them come out of the pathetic conditions of their life and the same will help many thousands of others like them who are suffering from the same plight and pangs of life. Again Varun tries to convince his friends as:

India is poor doesn’t mean you stop loving it ( . . . ) it is our country after all.
But do you know other reason, why we don’t stop loving it?
You don’t because it isn’t completely India’s fault that we are behind. Yes, some of our past leaders could have done things differently, but now we have the potential and we know it and we will show them (Bhagat One 259).

Bhagat, through the character of Varun has bitterly criticized the visionless policies of the government and he has conveyed a very significant message that an individual should not always be dependent on the prevailing governments and their policies for progress in life, rather one has to use his/her potential in the best possible manner to achieve the goal. The use of one’s capacities and caliber with self-confidence and self-esteem can turn anything impossible, possible. The author has created a situation of supernatural element at the end.
of the fiction to convey the message to the disappointed young generation of India to keep God, the omnipresent at the center of all the actions and activities they do in their life to get success.

3.3.6 Cross-Cultural Issues

The fiction *One Night @the Call Center* also throws light on the reciprocal cross cultural issues in the minds of people between the Americans and Indians in considerable varieties. The author seems to have taken a chance to criticize some of the routine behaviors of the American people. Americans are obviously taken as the most advanced citizens in their standards of living. They are considered world’s most progressive population having an advanced life style and modernized approach to life. One of the clients of the call center, in which all the six major characters work as call center agents, is the Western Appliances. The call centers agents help the American customers in various ways like how to handle dish washers, vacuum cleaners, and defrosting their fridges purchased from the Western Appliances through their call center on certain special occasions like the thanks giving day and Christmas day. The conversations between the call center agents and the American customers reflect the cross cultural issues on various occasions in the story of the fiction. At the beginning of the present novel Shyam the chief protagonist and a call center agent expresses how his name and then the names of his colleagues have been Americanized because the American customers are not in a position to pronounce their names in the Indian accent like his name Shyam Mehra for Sam Marcy, Radhika Jha for Regina Jones’, Esha Singh for Eliza Singer’s, Varun Malhotra for Victor Mell. Americans are to some extent possessive of and reserved to their individuality. They hardly compromise on what they think, believe, or behave. Glimpses of racial differences are still observed in America even in the 21st century when the president Barrack Obama a black native has been ruling America for two terms.

The first glimpse of cultural issue that is reflected at the beginning of the present fiction is about the American English language. Shyam is the in-charge team leader of the call center agents and he is assigned with the additional work of giving training to the newly appointed call center agents to teach American accent. He does not like to do this work, because he believes:
The American accents are so confusing. You might think the Americans and their language are straightforward. Far from it— with them, each letter can be pronounced several different ways. I will give you just one example—T. With this letter Americans have four different sounds. T can be silent so internet becomes innernet and advantage becomes advannage. The second way is when T and N merge—written becomes writn and certain is certn. The third sound is when T is in the middle. There, it sound like a D-daughter is daughder and water is wauder. The last category, if you still care, is what Americans T actually like a T. This happens when T is the beginning of the word like table or stumble (. . .) and this is just one consonant. The vowels are another, more painful story (Bhagat One 42).

The writer Chetan Bhagat seems to have expressed his own disliking for the confusing American accent used in their language. The cross-cultural issues come to the surface in the real sense of the term when Shyam remembers the 35=10 theory which was explained to him by his trainer when he was taking his training as:

A thirty-five year old American’s brain and IQ is the same as a ten-year-old Indian brain. This will help you understand your clients. You need to be as patient as you are dealing with a child. Americans are dumb; just accept it (Bhagat One 51).

The people, as mentioned earlier, who are considered the most advanced and modernized people in the world and even mature people of thirty-five years of age are taken as ten-year-old children is really not appropriate. It shows the bias of some kind of the author for the Americans to have written such a mean expression for them. Also the customers are shown inquiring about some stupid kind of jobs like Varun explaining why the microwave oven gives electric shock because the customer shouldn’t have unscrewed the cover, Esha assisting her customer in unpacking a dish washer (Bhagat One 39-40), Radhika explaining to a caller how to open his vacuum cleaner, Esha teaching an old man to pre-heat an oven and all. The issue related to cross-cultural conflicts are further expressed in the telephonic talk between Varun and the Mr. William Fox who very rudely talks with him saying abusing words to him like ‘bloody’ and ‘ass’. Again here Americans are described as rude and
mannerless people. The further talk between Varun; or Victor or Vroom and Mr Fox mirrors the cross cultural issues depicted in the present fiction as:

What is the problem with your vacuum cleaner sir?
It doesn’t suck dust anymore.
Sir, do you remember when you last changed the dust bags? Vroom said
Like fuck I remember when I changed the dust bags. It’s just a crap machine you dumbass. (. . .) (Bhagat One 117).

And further Mr. William Fox becomes very irritated and annoyed and starts passing racial comments which can raise the eyebrow of any Indian. The further talk is like:

Who am I speaking to?
Victor, sir.
Tell me your fucking name. You are some kid in India, isn’t it?
Sir, I am afraid I can’t disclose my location.’
You are from India. Tell me boy.
Yes sir. I am in India, Vroom gave in.
So what did you have to do to get this job? Fucking degree in nuclear physics?
Sir, do you need help with your cleaner or not? Vroom said.
C’mon son. Answer me. I don’t need your help. Yeah, I’ll change the dust bag.
What about you guys? When will you change your dusty country?
Excuse me sir, but I want you to stop talking like that, Vroom said.
Oh, really, now some brown kid will tell me what to do? (Bhagat One 118).

The writer Chetan Bhagat seems to have become very serious when he put the following words in the mouth of Varun. The words of Varun clearly reflect on the reason of India’s poverty during all the seven decades of independence. The following expression expresses the bitter actuality of the contemporary situations of India. Here the writer Chetan Bhagat seems to have more irresponsible to hold some responsible people calling them losers who have run the country unproductively during all the productive years. He has also abused the Americans calling them fat-ass and dim-witted. The expression is like:
Why do some fat-ass, dim-witted Americans get to act superior to us? Do you know why?
I’ll tell you why. Not because they are smarter. Not because they are better people. But because their country is rich and ours is poor. That is the only damn reason. Because the losers who have run our country for the last fifty years, couldn’t do better than make India one of the poorest countries on earth (Bhagat One 119).

In the later part of the fiction, the glimpses of cross culture issues come to the surface when the team of call center agents plan to scare the American clients to increase the call traffic which can save their call center and their jobs. The different characters of the fiction say that the Americans have messed up minds and they are fearful and scaring people. America is taken as a war obsessed country. The call center agents talk that the Americans are rich and prosperous having everything but they are not happy in their lives. The following extract from the fiction reveals the above mentioned matters in a clearer manner:

Americans may have many things, but they are not the happiest people on the earth by any stretch. Any country obsessed with war can’t be happy (. . .)
They are fat, loud, thick, and divorce all the time?
There are more. (. . .) What’s behind all these war sentiments?
Fear. Obvious,
They are the most sacred and paranoid people on earth.
(Bhagat One 223-4).

The call center agents scare the American customers by showing them fear on Thanksgiving Day itself that the terrorists have hit America with a new computer virus that will take their country down by destroying the country’s economy, and they can be safe if they keep calling them to report their status. They convince the customers to type =rand (200, 99) and press enter to confirm their information of virus attack if the text is popped out. Actually it is a bug in MS WORD but they think that the Americans would not know it and they shall panic. They give the name to this work as ‘Operation Yankee Fear’. They spread the rumor of virus attack so that they can get sufficient call traffic and report to the head office to postpone their decision of laying off the call center agents. It is shown in the fiction that
they become successful in their operation and they could succeed in increasing the call traffic five times more in the following thirty minutes (Bhagat One 247). Again the American customers are represented as cowards and stupid to have been successfully frightened to accomplish the funny and foolish looking operation to increase the call rate.

By describing the ‘Operation Yankee Fear’ the writer Chetan Bhagat seems to have revealed his immature skills of writing fiction in the early part of his career as a story writer. Even an average reader cannot easily digest that American customers are so easy to be frightened by spreading a rumor of a cyber-attack of any kind. The writer seems to have become hyperbolic by under estimating the American customers’ minimum level of intelligence and maturity. The cross cultural issues that emerge from the various descriptions in the fiction can lead even an average reader to confirm the biased preoccupations of the writer towards the country America and her people.

3.3.7 Issues of Metropolitan Youth Culture; Need for Counseling and Motivation

Youth has been one of the chief thematic concerns of all the fictional works of Chetan Bhagat. In all his fictions, the major characters are youth between twenty to twenty five years of age. All of them are middle class youth with modernized mind-set and revolutionary zeal. They have their own aspirations in life like to be well-earning and well settled and to enjoy life better. They also have certain issues related to love, study, job, career and some other issues that emerge due to certain faults in the system. Chetan Bhagat, being a young writer from the urban middle class background, has very accurate experience and ability to express the pang and predicament of the struggling youth of contemporary Indian society. In his fictional works he has revealed the actual experiences of the youth of contemporary India. He has echoed the voice of youth against the prevailing situations of India in the present scenario. The young characters of Chetan Bhagat raise their voice against the rigid education system, and social system, cunning politics, rampant corruption, racism, regionalism, cultural issues and many more issues prevailing in contemporary Indian society. The new or young generation is not merely rebellious in its words but also in its deeds. The new generation of Chetan Bhagat thinks out of the box. It does not always agree to what is going on in the system. The young characters of Chetan Bhagat are described free minded with modernized thinking. They sometimes do not
advocate or follow the conventional Indian cultural system. The youth of Chetan Bhagat are the youth of the present time, of 21st century. Through a variety of young characters Bhagat tactfully conveys his inner voice against the hopeless system in India. His young characters are his mouth pieces that speak against the hollow and rigid system and try to change it and make it better.

In the present fiction One Night @ the Call Center Bhagat has depicted the issues of metropolitan youth culture in the best possible manner. There are five young characters in the fiction. All five are prey to different situations. They have certain individual issues in their personal life, in their social life and common issues in their professional life. They are the struggling youth of the present time. The young characters in the present fiction are depicted as the representatives of the metropolitan youth culture of India with their aspirations and issues in the time of modernity with uncertainties and insecurities of life.

The chief protagonist Shyam does not like to remain present at the family function not because he is not given leave for it but he prefers to keep himself away from his relatives who taunt him for his low profile job and low salary. His girl-friend Priyanka has broken up her relationship with him because he is not still well settled in life. She finds no secured future with Shyam. Shyam is a capable and competent young boy but he is not appreciated or given credit for the creative work he does. His boss Mr. Bakshi is a very tyrant callous and self-centred professional. He uses Shyam for all the extra work like training American accent to newly appointed agents, to prepare a new website for the raising the business, and many more but he still has not appointed him as the team leader. He is the so called in charge of the team. Shyam lives in a kind of anxiety and worry of his future. He wants to leave the hopeless job as a call center agent that does not give him social prestige. He wants to start his own business but still he is in dilemma whether to leave the job or not.

Priyanka, the chief female protagonist, has high expectations in her life. She wants to have a safe and secure future. She is a kind of rebel against the social restrictions. She is not in good terms with her mother. She does not like her mother’s interference in her smaller matters like dress, jewellery etc. Her mother wants her to marry a well settled person and not a looser call center agent likes Shyam so that she may not suffer in her life as she himself has suffered. Priyanka loves Shyam and she has pre-marital relationship with him.
She wants him to be well settled so that her family may not have any problem with her choice. Shyam does not show any promising behaviour to be well settled and so she finally has to break up with him. Though they work together at the call center, they are now friends and nothing more like they were before. In her heart she still wants Shyam but she is confused about her future.

Varun, Esha and Radhika have separate issues in their individual lives. Varun is a boy who wants to enjoy life fully but he cannot do so because of his limited income. His father has already left him and his mother to live with his secretary. He feels unfortunate for not having his father’s money to enjoy life like as the other rich boys and girls do. Esha is very beautiful and vivacious to be a ramp model but she is one or two inches shorter than required and so she is not selected anywhere. She strives hard for her career as a model but does not succeed. She goes to the extent of being a prey of casting couch to get the same but she is deceived. Radhika, a girl of rich parents loved Anuj and married him against her parents’ wish. Later on she finds that her husband has an affair with another girl and now she wants to end up her marriage. Military Uncle is an aged person who works with these five young people. He has to leave his family due to his traditional belief system of living life.

All the six major characters are not happy and contented in their lives. They work at a call center in the night shift. They do the job for earning money but they are not happy with the work they are doing. The job environment does not promise them a safe and secure future. The call center is going to be closed down any day from now because it is not making substantial business. The manager of the call center is not a person with vision. He does not have anything to do with the future of the employees working at the center. Every new day the employee hears the news of right sizing which means the employees will lose their job very soon. All the employees work under pressure of future insecurity of job. They are already disturbed in their individual lives and they are getting more pressure in the job environment. To get temporary escape from the unbearable current situation, they do smoking, drinking and partying. Radhika takes anti-depression pills to control her migraine because of the situation she is facing in her life. None of the major characters in the novel is happy. The situation is like that of a wasteland where there is no hope to get rid of the prevailing hardship of the metropolitan modern life.
The writer has used Dens-Ex-Machina technique at the very close of the novel by introducing a call from God the Almighty. The group of all the six major characters has gone in a company car late at night, to have a drink in ‘Bed’ a nearby place where DJ party and cocktails are arranged. They enjoy the party and on return, their car is stuck very badly at a sloppy construction site. They try very hard to get out of it but they find no hope of doing it. It was very late at night. There were no people around to be called for help. No mobile network and no help possible from anywhere. All of them become sure that they will lose their lives any moment, and suddenly Shyam’s phone starts vibrating. It was a call from God.

With the call from God what message actually Chetan Bhagat wants to convey to the modern confused and looser type of generation with low self-confidence and self-esteem. He wants to convey that proper counselling and motivation is the need of the time for the young generation which is directionless having all the potential and calibre of contributing to self, to the society and to the nation as well. The Almighty puts a condition in front of them for saving their life as:

I will save your life tonight, but in return, you give me something. You close your eyes for three minutes. Think about what you really want and need to change in your life to get it. Then once you get out of here, act on those changes, you do this and I will help you get out of this pit (Bhagat One 218).

All the six people, one by one, confess what they actually want in life. It is really a kind of their inner voice directly from their hearts. Up till now, they have never thought of what they were doing and what they actually wanted to do in life. Because of that, their lives were meaningless, hopeless and directionless and their lives became completely artificial or mechanical type. Now all of them admit what they really want in life.

First of all Varun says:

I want to have a life with meaning, even if it means a life without Bed or daily trips to Pizza-Hut. I need to quit this call center (Bhagat One 219).

Now Priyanka says as:
I want my mother to be happy. But I cannot kill myself for it. My mother needs to realize a family is a great support to have, but ultimately, she is responsible for her happiness. My focus should be on my own life and what I want (Bhagat One 219)

Military Uncle confesses as:

I want to be with my son and my grandson. I miss them every moment. Two years ago, I used to live with them. But my daughter-in-law did things I didn’t like—she went for parties, got a job when I wanted her to stay at home... I fought with them and moved out. But I was wrong. It is their life, and I have no right to judge them by my outdated values. And I need to get rid of my inflated ego and go to the US to see them and talk it out (Bhagat One 219).

Radhika takes turn to speak as:

I want to be myself again, just like I was before marriage, when I was with my parents. I want to divorce Anuj. I don’t want to ever look at my mother-in-law’s face again. To do this, I have to accept that I made a wrong decision when I married Anuj (Bhagat One 220).

Now Esha says as:

I want my parents to love me again. I do not want to become a dumb model. I am sure I can find a better use of my looks, if they are worth anything. Any career that makes you compromise on your morals, or judges you because you are an inch taller is not worth it (Bhagat One 220)

At the end Shyam says what he really wants in life as:

I want to take a shot at my own business. I had this idea, if Vroom and I collaborate, we can set up a small web design company. That is all. But it may never work, because most of the things I do never work, but then... ( . . .) And I want to be worthy of someone like Priyanka one day (Bhagat One 220).

All the six people confess what they really want to do in life. Their confessions can be considered as their real inner voice of their hearts. Ultimately, all of them want to be successful in life to experience real peace and happiness in life but the way they were trying to achieve it was some or the other way wrong. They were all confused and now God gives
them proper counseling and motivation to achieve it. Here the character of God can be considered as the mouth piece of the writer Chetan Bhagat himself. Actually, God’s condition was to bring them all out, from the danger of falling into the deeper pit of a construction site, the words that God speaks to bring them all out of the deeper pit of directionless life. The words of God can be considered as the writer Chetan Bhagat’s own perspective of life, a message to young readers how to end up the hardship of life which has come out of lower self-confidence and self-esteeem in life. God gives perfect counseling by expounding them the fund as of being successful in life:

There are four things a person needs for success. One, a medium amount of intelligence, a bit of imagination (. . .) the third is self-confidence (. . .) the fourth ingredient is the most painful. And it is something all of you still need to learn, because it is often the most important thing, (. . .) Failure, (. . .) be really successful, you must face failure you have to experience it, feel it, taste it, and suffer it. Only then you can shine. (. . .) Never be afraid of failure. If it has come your ways, it means I want to give you a real shot at being successful later, God said (Bhagat One 222-23).

God further explains to them how his system works:

I think you need to understand how my system works. You see, I have a contract with all human beings. You do your best, and every now and then, I will come behind you to give a bonus plus. But it has to begin with you. For otherwise I can’t distinguish who needs me help most (Bhagat One 224).

The words of God leave a lasting impression on all the six people especially Shyam who was till then a loser type of young boy. He had lost all hope of becoming successful in life. He had taken it for granted that nothing new was going to happen in his life. He was a useless person who was good for nothing. He was living an aimless life as if he was dragging his remaining life without meaning. God’s words filled him with a lot of zest and enthusiasm for doing something in life. Once, he was living hopeless life, now he became ready to try his luck and intelligence for becoming successful in life. He says:

I came to close to death in that pit. I could have died there, with having tried nothing in life. I am tired of soft, comfortable options. It is time to face the real world, even if it is harder and painful. I’d rather fly and crash, than just
snuggle and sleep (. . .) I am not going to work for an idiot anymore, anywhere. Even if it means less money. I could skip a meal a day and sleep hungry, but, hell, I can’t spend my life working for a moron (Bhagat One 228).

The theme of the novel One Night @the Call Center revolves round the dreams and aspirations and also the issues of middle class youth of contemporary metropolitan Indian society. The young generation of the middle class section of society strives hard to overcome the personal social and professional problems of life. The young characters in the fiction are the victims of the hopeless system. They have lost hope of achieving something in life at the very early stage of their life. Destiny has taken complete hold over them. Chetan Bhagat presents the struggling generation as an actual representation of the hardships of the contemporary young Indian generation for getting success in real life. The entire fiction can be considered as the social documentary of the contemporary Indian urban metropolitan society which is highly influenced by such concepts as modernization, westernization and globalization. The technique of Dues-Ex Machina can be taken as the only ray of hope in a condition like the wasteland. The call from God is a symbolic representation of the inner voice to be followed in clutching situations when no hope of any kind is left for an individual in life.

Being an ardent believer in God, the author tries to bring the conclusion to the fiction and the hardships of the struggling characters that when all the ways of life are closed, and no help of any kind is visible, the only way that helps a person in life is the way of God, or the inner voice. Bhagat gives four fundamental points to be remembered to be successful in life. They are;

First-medium amount of intelligence, second-a bit of imagination, third-self-confidence and the last-failure in life. He firmly conveys that to be really successful in life, one must face failure. One has to experience it, taste it, suffer and only then one will shine in life. (Bhagat One 222).

In the mouth of his supernatural character God, he has put these wonderful and magical words which convey a beautiful message to his readers never to be afraid of failure. The incident of the car in the mud and the appearance of God is the climax of the story of the fiction. The writer has taken the perfect chance by this incident to express his inner voice of
heart to the young generation of contemporary India to remain always optimistic in life because this is the only thing that can help them achieve what they expect from their life.

3.4 Summing Up

The researcher has analyzed, in this chapter, the second fiction *One Night@ the Call Center* written by the India’s most read author, Chetan Bhagat. The detailed literary analysis of the present fiction with special reference to the selected issues defined in the Research Tool brings to the surface, many surprising and notable research findings. Through his intensive readings and impartial analysis of the present fiction, the researcher came to know about some of the most unidentified exclusivities of the contemporary Indian society and many other unidentified exceptionalities of the writer himself. The researcher, through his analysis, has come to know that the novel *One Night@ the Call Center* represents some of the most conspicuous actualities of contemporary metropolitan modernized Indian society which is highly influenced by globalization and westernization. He could realize that the most of the characters depicted in the fiction are modern young boys and girls, highly influenced by the western civilization, striving very hard to achieve their determined aspirations in life. All of them belong to the middle class urban background that has high expectations in life, but they have low self-confidence and self-esteem due to uncertainties experienced in their life. The story of the fiction revolves round their physical and mental hardships and their strivings to come out of them all. They feel high intensity of mental stress and anxieties in their personal, professional and social life because of their present predicaments in life. All the characters are depicted unhappy and discontented in their present life for many reasons like their present job of call center agents with job insecurities, their unfulfilled dreams, their broken relationships, the disloyalties in conjugal relationships, and their moral compromises and so on. The researcher affirms all the above stated problems as the issues of the contemporary metropolitan Indian Society.

The researcher hereby confirms that some of the issues which are identified in the Research Tool are detected in the present fiction. They are as the issue related to Indian family system, issue of dowry, Urbanization and their impact on Contemporary Indian society, Modernization and its impacts on society, Westernization and its impacts and Globalization
and its impacts on the contemporary Indian society, ruin of Indian social and moral value system, generation conflicts and youth unrest. The researcher also states that the other issues recognized in the Research Tool like corruption, black money, terrorism, poverty and inflation prevailing and influencing the contemporary Indian society are not explored in the present fiction. Finally the researcher concludes that certain other issues which are not identified in the Research Tool are also explored with the detailed literary analysis of the present fiction like rising individualism, issues related to metropolitan youth culture, and the cross cultural issues. All in all the researcher reaches to the conclusion that the present novel One Night @ the Call Center represents some of the very serious issue of contemporary Indian metropolitan society which is modernized in form, westernized in character and globalized in nature.