

Socio-cultural Correlations in Chetan Bhagat's Novels: A Comparative Study of *One Night @ The Call Center* and *2 States: The Story of My Marriage*

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Certificate

This is to certify that the dissertation entitled Socio-cultural Correlations in Chetan Bhagat's Novels: A Comparative Study of *One Night @ The Call Center* and *2 States: The Story of My Marriage* is a bona fide record of sincere work done by, Anagha N M, Register Number: 210021000948, Bharata Mata College, in partial fulfillment of the requirement for the degree of Bachelor of Arts in English Language and Literature under the Mahatma Gandhi University, Kottayam during the year 2023-2024.

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Declaration

I, hereby declare that the presented dissertation **Socio-cultural Correlations in Chetan Bhagat's Novels: A Comparative Study of *One Night @ The Call Center* and *2 States: The Story of My Marriage*** is based on the research that I did on under the supervision and guidance of Ms. Rose Merin, Assistant Professor, Research Centre and Postgraduate Department of English, Bharata Mata College, in partial fulfillment of the requirement for the award of the Degree of Bachelor of Arts in English Language and Literature from Mahatma Gandhi University, Kottayam. This is a report of my hands based on the research done on the selected topic and it is my original work and interpretations drawn therein are based on material collected by myself. It has not been previously formed basis for the award of any degree, diploma or fellowship or other similar title or recognition.

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Chapter 1

Introduction

Chetan Bhagat is a prolific and renowned Indian author who penned down many blockbuster novels. He was born on April 22, 1974 in New Delhi, India. Despite being a novelist he is also a Columnist, Public speaker and Screenplay writer. I was intrigued by his popularity among young readers. Chetan Bhagat is popular primarily because of his ability to connect with the masses through his simple writing style, relatable characters and themes that resonate with a wide audience, particularly young readers in India. Additionally, his books often address contemporary issues such as love, relationships and social norms making them relevant and engaging for readers. They are easy to digest even with casual perusal. Not only his novels are easy to understand but are extremely affordable. Some of his novels like *half girlfriend* and *Two Sates: The Story of My Marriage* were turned into movies.

Some of the reasons why he is popular according to my understanding is:

1. **Accessibility:** Bhagat's writing style is simple and easy to understand, making his books accessible to a wide range of readers, including those who might not typically read literature. He writes for the masses. Most of his works target those audience who don't possess an extravagant vocabulary but still loves to read an entertaining book that is easy to understand. He was often criticised for writing in 'cheap English'. His language is reliable and highly comprehensible. The language in his work are simple and lucid .Thus his novels are mostly read by Indian youth.
2. **Relatability:** His characters and storylines often reflect the experiences and aspirations of the Indian middle class, allowing readers to see themselves or people they know in his

stories. Most of his works are set on places that are easily relatable to a large population of Indians like Call Centers, IIT institutions etc. He portrays in his novels themes that every Indian can relate to. The characters in his novels are highly relatable to every Indian youth as they also may have encountered through the same situations at least once in their life. This makes his novels well acceptable among the youths.

3. **Cinematic Appeal:** Many of Bhagat's novels have been adapted into successful Bollywood films, which further increases his visibility and popularity among audiences .His novels like *Two States: Story of My Marriage, half girlfriend* , *Five Point Someone* was converted into movies. *Five Point Someone* was made into *Three Idiots* and *Three Mistakes of my Life* to *Kai Po Chai*. Through cinematic adaptations he had commercialised his writing skills .Furthermore he was successful in satisfying a large heterogeneous audience in the name of 'entertainment'. Though Literature and Cinema making are two distinct art forms. His works in both these forms gained wide acceptance and popularity which in turn resulted in his idolization and admiration by the masses.
4. **Contemporary Themes:** Bhagat's novels often tackle contemporary issues such as love, career, and societal expectations, which resonate with a young, urban audience grappling with similar concerns. Most of the modern life problems are the major issue of his novels .Many people can easily identify with his themes. People are drawn to his way of portraying modern day experiences in his novels. The themes can be easily guessed by anyone with little effort .Some of the major themes include: gender differences, individualism, generation gap, modernization etc.

5. **Marketing and Media Savvy:** Bhagat has been proactive in promoting his work through social media, book tours, and public appearances, which has helped him build a strong fan base and maintain relevance in the literary scene. He is an excellent marketer. He understood the gap in reader population of India and carefully exploited it thereby created a new demand in the market. Network effect also had increased his popularity and acceptance among worldwide Indians. He even owns a YouTube channel with millions of subscribers through which he could promote his works.

Critiques of Chetan Bhagat's work often focus on several aspects:

1. **Writing Style:** Bhagat's writing style is sometimes attacked for its simplicity and dependence on colloquial language, leading some critics to believe that it lacks literary depth and refinement.
2. **Characterization:** Numerous reviewers and readers have noted that Bhagat's characters frequently lack depth and complexity and are one-dimensional or stereotypical.
3. **Plotting:** According to some critics, Bhagat's narratives are formulaic and predictable, repeating themselves in several of his novels, which may make readers feel as though they are reading the same thing again.
4. **Social Commentary:** Although Bhagat frequently tackles significant social issues in his works, others contend that his handling of these subjects can be shallow or unduly simplified, falling short of offering complex insights or solutions.

5. Portrayal of Women: Bhagat's depiction of female characters has drawn criticism from some, who contend that they are frequently relegated to traditional gender stereotypes or function only as romantic interests for male protagonists.

Despite these criticisms, Bhagat's work has also been praised for its ability to resonate with a wide audience and spark conversations about contemporary Indian society and culture. Additionally, his novels have played a significant role in popularizing reading among young adults in India.

Because of these above mentioned reasons, I am analysing two of his major works *One Night @ The Call Centre* and *Two States: The Story of My Marriage* and further deeply examining the social stigma highlighted in these works.

Chapter 2

Midnight Melodies: Tales from the Call Centre

One Night @ The Call Centre was published in October, 2005 and was Chetan Bhagat's second novel. The Genre of the novel is fiction. The language used is moderate English and the publisher of the novel is Rupa & Co. The tone used in the novel is simple and enigmatic. The novel uses Past and Present tense. The setting of the novel is one night. The novel was made into a movie named *HELLO* in 2008 directed by Atul Agnihotri. The novel is presented in both first and third person narrative. The story revolves around six people three guys and three girls, working at Connexions Call Centre in Gurgaon, Haryana. The protagonist of the novel is Shyam Mehra who is 26 years old. He is the narrator and the main character of the novel. He is referred at his workplace as Sam Mercy. Just like every other character he is also a call center agent .He is an ad hoc team leader with unstable love life. In the beginning of the novel he is trying to get over his ex- girlfriend Priyanka who is also another important character of the novel through another girl named Shefali. He was unable to get over his past and struggles throughout the novel. He lacks self- confidence and thus is unable to get back his girlfriend and promotion to the position of team leader. But he is gifted and effective. The few starting chapters deal with his past love life and how her mother distrusting him resulted in their breakup. He is always a slave to Bhakshi, his manager. His English is referred in the novel as 'limited'. Towards the end of the novel one can see a major development or shift in Shyam's character and how he achieved everything he lacks with positivity. His entire life was transformed in the end of the novel.

Priyanka is Shyam's ex- girlfriend. She can be termed as the heroine of the novel. She is a sensible and astute girl who is fixated on her mother who is a significant individual in her life.

Her mother desires that she wed a boy from NRI background which ultimately resulted in her breakup with Shyam. Though she is engaged with Ganesh Gupta she still possess feelings for Shyam. She is female lead of the novel. Towards the end of the novel she chooses her own happiness over her mother's desire and reunites with Shyam.

Varun Malhotra or Victor Mell is Shyam's friend in the call center. He is called as 'Vroom' as he loves wheels and speeds. He is portrayed as an anti-American throughout the novel. His parents are divorced and he stays with his mother. His father is a businessman. He is the most Frank and carefree individual of the novel. He possess feelings for Esha though she didn't consider him to be serious. He is a good companion of Shyam and helps him win Priyanka back. He is a smart chap and his skills save the call center from a major difficulty though he hated the life at the call center. Finally towards the end he starts his own web based company accompanied by Shyam.

Esha Singh is the fourth character and her dream is to work as a model. She is called as Eliza Singer and is the attractive member of the group. She was so much into modelling that she ran away from her home and jointed the call centre to pursue her dreams. She is good looking and well dressed but her short height was a barrier for her to turn her passion into profession. She was struggling for sometime to get modelling assignments. She was so desperate to pursue her dream that she once slept with a designer to get a chance who turned out to be a cheat. She had a great sense of regret for her action and it was so deep struck that it turned out to be a reason for rejecting Vrooms proposal. Towards the end she gave up her dreams and decided to continue her work at the call center.

Radhika Jha also called as Regina Jones is the only married one in the group. She is attempting to balance her work and home life. She tried so much to settle and adjust into her husband's

orthodox family but was never able to meet their expectations. She married her husband against her parents will and her main motive was to earn money and get settled on one hand while on the other to manage her mother in law. She once realised that her husband is cheating on her with another women and finally after many breakouts she decides to divorce him and stay with Esha.

Military uncle is most insignificant character of the novel. Loneliness is depicted through his character. He develops some misunderstanding between his son and daughter in law but towards the end realised his mistake, apologized and got back with them. He was already receiving pension from his military service but in order to earn some extra income he decided to work at the call center. He is portrayed as a very silent and punctual character.

The supervisor of Shyam, Priyanka, Esha, Vroom, Military uncle and Radhika is Subhash Bakshi. A foolish person who will be moved to Boston, sparing him from termination. Shyam and Vroom created a website handbook, which he claimed credit for.

Shefali is the second ex-girlfriend of Shyam. Shyam began dating Shefali because he wanted to get over Priyanka. Shefali is a fairly minor figure.

The author encounters a gorgeous girl in an empty cabin of the train during the nighttime trip from IIT Kanpur to Delhi, where the story starts. She recognizes the author's name. The author then tells her about *Five Point Someone*, his debut novel, which was centered around three IIT students. She had read the book as well, but she believes the author should write about the largest group of young people in contemporary India who face difficulties.

She queries the author about the theme of his upcoming book. The author hasn't decided on a topic yet. She volunteered to tell him a story to pass the time. She did have one requirement, though: he had to include it in his second book. The author questioned the purpose of the story after he hesitated. She related to him a tale involving six employees of the Connexions Call Center—three males and three females. It was the night they received a call, according to her. A divine phone call.

The story was told via Shyam's perspective by the author. Shyam tells you about the other persons and what transpired that evening.

Shyam is the protagonist of the novel. Shyam is in love with Priyanka and can't move on from his past relationship with her while Priyanka is currently organizing an arranged marriage with an NRI boy Ganesh Gupta. Esha wants to be a model but is frequently rejected from getting modelling assignments, Radhika is in a miserable marriage with a controlling mother-in-law, Vroom adores Esha but failed to possess her, and Military Uncle longs to talk to his grandson. Their gruff and somewhat sadistic boss, Bakshi, is hated by all of them.

Each of the novel's main protagonists makes the decision to visit a nightclub in order to lift their spirits. They return to the office after a time of enjoying themselves. As they are driving back, their car strikes a building site that is suspended above a web of iron construction rods, putting their lives in danger. They begin to fear as the rods gradually start to yield. Since there is no mobile phone network there, they are unable to call for assistance, but Shyam's phone begins to ring.

The phone call is from God who speaks modern English. He talks to each of them, offering advice on how to move their car out of the building site and ideas on how to make their lives

better. The group becomes so motivated by their talk with God that they are prepared to approach their challenges head-on.

In the meantime, Vroom and Shyam devise a scheme to fire Bakshi from the call center and stop it from closing, which would have resulted in a drastic reduction in staff. They effectively execute their plan when they get back to the call center. Each character has had a portion of their life fixed at the conclusion, and the author asks readers to consider what parts of their own lives or themselves they would like to improve.

The main cast of Atul Agnihotri's 2008 Indian Hindi thriller *HELLO* includes Sharman Joshi, Sohail Khan, Gul Panag, Isha Koppikar, Amrita Arora, and Sharat Saxena. The novel *One Night @ the Call Center* by Chetan Bhagat served as the basis for the movie. Salman Khan and Katrina Kaif both made brief appearances in it. The publication date was October 10, 2008.

Readers may find themselves laughing at the characters' antics, rooting for them as the night wears on, and doubting their own convictions. *One Night @ The Call Center* is a novel that will have readers thinking long after the last page is turned about the significance of their decisions and the part that fate plays in their lives because of its realistic characters, clever prose, and hint of the exceptional.

The book's well-developed and likable characters are among its best features. Six unique characters, each with their own unique personalities, goals, and challenges, have been expertly developed by Bhagat. By delving deeply into their histories, the author gives readers a thorough grasp of their circumstances and goals. Because they can relate to these characters' hopes, anxieties, and wants, readers are able to connect with them.

The novel's narrative structure is also one of its strongest points. Bhagat skillfully blends the past and present together, fusing flashbacks and smoothly flipping between points of view. This method keeps readers interested and eager to learn more about the individual journeys of each character while also adding complexity to the narrative. Bhagat maintains the readers' interest throughout the entire book by deftly using this storytelling method to keep a regular pace.

Similes and Metaphors are commonly used Literary Devices in this novel. Some of the similes and metaphors used in the novel are mentioned below:

1. “Naturally curly hair is one thing, but processed curly hair looks like tangled telephone wires” (51).

One of the six call center agents, Esha is fashionable and aspires to be a model. She combed through her hair ten times a day on average. However, her hair is only processed at beauty salons; it is not naturally curly. The curled hair, after processing, resembled twisted phone cables.

2. “I pushed my plate away. I had completely lost my appetite. I felt like tossing the pizza like Frisbee to the end of the room” (162).
3. “Some of them are so heavy you can use them as assault weapons” (163).

At 2:30 in the morning, the call center agents from Gurgaon, Vroom and others, broke into their employer Bhakshi's office. Behind his desk was a book shelf that was crammed with frighteningly thick management books, referred to as assault weapons.

A phone call from God is the novel's distinctive element. The study attempts to investigate the issues of liberty, individualism, and team spirit by critically examining the lives of those who

work at the call center. Major themes include marriage, family disputes, inadequacy in one's career, and anxiety common to young Indian middle class people.

Chapter 3

Crossing Borders: A Study on Cultural Division in *2 States: The Story of My Marriage*

2 States: The Story of My Marriage by Chetan Bhagat was originally published in October, 2009. It is another witty tale from Chetan Bhagat about inter community marriages in modern India. The central characters of the story are Krish and Ananya who are from two different states of India, destined to meet at IIMA Ahmedabad. Krish is from Punjab while Ananya is from Tamil Nadu. One of them belongs to North India while the other to the South India. But their cultural barrier never stopped them from loving each other. They were deeply in love and wanted to get married. But it is obvious that the parents won't agree to get married. So in order to convert their love story into a love marriage, the couples have to deal with a tough battle and towards the end they are capable of making it at last.

2 States: The Story of My Marriage was Chetan Bhagat's fourth book and was published after he quits his job as an investment banker. It can be termed as an autobiographical novel with names altered. The novel is inspired from his real life incident where his wife is a Tamilian and him a Punjabi born. Similiar to the book he also met her wife at IIMA.

The genre of the book can be termed as Fiction and Romance. Present and Past tense is used. The novel is written in English and was published by Rupa Publications Pvt. Lt. The tone of the novel is humorous and is presented in first person narrative.

The narrative begins when Tamil-Brahmin girl Ananya Swaminathan and Punjabi guy Krish Arora meet in the IIMA mess while they are both studying. Ananya and the mess worker get into an argument, and Krish steps in to assist them work things out by offering his sweet dish to the

college's Ms. Popular in exchange. As expected, they both fall in love, and the next step is for them to try to persuade their parents.

Character Analysis:

1. Ananya Swaminathan is a diligent worker who exudes confidence. Krish even assists her in taking control of her life. Compared to his previous heroines, Bhagat has portrayed her persona in a unique way. Because she is shown here as a brilliant, highly educated female who perseveres to fulfill her dream and win her heart. She is portrayed as the heart throb of the IIMians. She is so family oriented and is willing to marry Krish only with her parents approval. She is more attached to her father than to her mother. She is a plain and simple girl who truly exudes South Indian culture.
2. Krish Aurora is the tall, intelligent, Punjabi lad next door who is immersed in a faraway world despite being conscious of his reality, duty, and goal. He aspires to be a writer one day. A writer who is kind and considerate of the world around him, hoping to change it through his writing without coming across as preachy. Krish is raised by an oppressive Punjabi mother and an alcoholic father and the only reason he is home is because of his mother.

The two main characters are likable. Ananya is sorting out issues as her parents have fixed her marriage to another man, while Krish juggles his work and other cities in an attempt to marry the love of his life. Krish and Ananya together, they provide each other with the comfort of family. He promised not to do anything that would go against her wishes or harm her.

The narrative opens in the mess hall of IIM Ahmedabad, where Krish, a Delhi-born Punjabi student, spots Ananya, a stunning Tamilian girl from Chennai, arguing with the staff over food.

The title of "Best girl of the fresher batch" was given to Ananya. In a few days, they are pals. Both graduate, land jobs, and make meaningful plans for their nuptials. Initially, Krish makes an effort to persuade Ananya's parents by helping her father Swaminathan prepare his first PowerPoint presentation and by aiding Ananya's brother Manju with his IIT tuition. Later, he persuades her mother by setting her up to sing at the event hosted by Krish's employer, City Bank, thereby enabling her to realize her greatest ambition of performing live.

After persuading Ananya's parents, the couple needs to win over Krish's mother. However, they encounter difficulties because the relatives of Krish's mother dislike the connection and do not want Krish to wed a Tamilian. Ananya steps in to help one of Krish's relatives get married, and that wins them over. Now that they've persuaded both of their parents, they plan to travel to Mumbai so that they may get to know one another. However, this too comes to a disastrous end when Ananya's parents decide they can never get along with Krish's mother and depart after having a falling out. After coming home, Krish turns into a melancholy workaholic.

Krish did not have a close relationship with his father and they did not get along well throughout the story. Ultimately, though, it comes to light that Krish's father visits Ananya's parents in Chennai and effectively persuades them after spending a day with them. With their parents' approval, Krish and Ananya tie the knot in a traditional South Indian manner in Chennai. As a result, father and son are made whole, and Ananya gives birth to twin boys at the book's conclusion. According to Krish, the infants are from a state named "India," which aims to eradicate inequality.

The novel was made into film *2 States* produced by Karan Johar and Sajid Nadiadwala. The leading roles were played by Arjun Kapoor and Alia Bhatt. Amrita Singh and Ronit Roy were

casted as Arjun's parents while Shiv Kumar Subrahmaniam and Revathy became Alia Bhatt's parents. The movie was released on 18 April 2014.

The whole story of a marriage between people from two different states has been portrayed in a very captivating way, taking into account their cultural differences. The pervasive racism in India and the difficulties faced by a couple like Krish and Ananya in getting married are both seriously questioned in the novel. Since marriage in India involves the union of two families rather than just a boy and a girl, Indians are quite afraid to accept girls or boys from different clans. It is therefore very common to fear that a female would not fit in in a new society or that she will bring a boy with her. I read the book all at once since it is so captivating. The wording is amusing but really clear and simple to understand.

The Story light heartedly addresses a very important subject. There are undoubtedly cultural shocks in this book. Chetan Bhagat has addressed a few touchy subjects, including father-son relationships, cultural divides, and corporate exploitation. Love, in his opinion, has no bounds when it comes to caste, creed, religion, states, or nations. Although Chetan Bhagat never claimed credit for the narrative, it appears to be his to some extent. Without a doubt, love overcomes all obstacles. It tells the tale of an Indian interstate marriage. Ananya, a Tamil Brahmin girl, and Krish, a Punjabi boy, have a unique love tale. This is a condition that many families in India experience.

It can be said that Chetan Bhagat's work *2 States: The Story of My Marriage* is excellent. He has exposed a number of societal concerns that affect the younger generation in this book, including love marriage, the generational divide, dowries, and more, and he has also offered solutions. He has established himself as a realistic writer with an unbiased viewpoint, yet he lets his readers

think through potential fixes for the issues they are facing. The novel's narrative style, language choice, episode selection, and cinematographic treatment of the subject matter are all of the highest caliber, and the reader is gripped by every turn of the plot until the very end, when the happy married couple finds themselves at the center of the story.

The book is full of amazing humor, the narration is excellent—at times, you'll feel as though you're seeing a movie—and it sends a message to society about marriage and love being a tie between two souls rather than what society thinks of them. Chetan Bhagat's literary skill in this book is evident in the straightforward, everyday language he utilizes. Despite criticism for his use of nonliterary language, Chetan Bhagat has disproved this critique by arguing that language has cultural connotations and contextual meanings; as a result, he does not worry about verbosity and instead chooses terms that are simple to understand. He has avoided using figurative language and verbosity, and in the majority of his novels, he overtly employs vocabulary that is common to people in our daily lives. His prose is imbued with an Indian or desi flavor. Upon closely examining this novel's language, it becomes evident that Chetan Bhagat uses terminology from the younger generation to make his book enjoyable for his admirers to read.

The novel's plot itself discloses a key aspect of Chetan Bhagat's style and theme choice: he has brought up the vital subject of middle-class Indian youth's romantic relationships. Despite being a work of fiction, it captures realistically the struggles and lives of young Indians who fall in love with people from different religious and cultural backgrounds—more specifically, those from different caste systems—and who wish to marry each other but must endure a variety of mental and physical horrors if they go against their parents' wishes. It certifies the novel's authenticity and ascribes a realistic touch of sentimentality to it, since Chetan Bhagat himself acknowledges

in the "Prologue" that the novel is based on his real life story of marrying a south Indian girl. This must have enabled him to portray the real life condition.

2 States: The Story of My Marriage paints a rich image of India's varied cultural landscape with its bright and dynamic

depictions of Indian weddings, customs and busy cities. Readers can easily become engrossed in Bhagat's novel because of his skillful storytelling and likable characters, which makes the book enjoyable to read.

Simile is the frequently used literary device of this novel.

1. "The boys looked at each other so as to who would ask the bell the cat question" (100).

Krish, Ananya's romance reaches its climax. Ananya used to pay him visits in the boys' hostel dorm at Kumaon. Krish makes plans to offer her a beer. The other roommates, Sendil and Appalingam, came in and sat in the living room. They were really keen to find out more about Ananya, the Tamil girl.

2. "Ananya cradled the cauliflower in her lap like a new born child" (192).

Ananya travels to Delhi for a week of project work at her office there. Krish welcomes her to his home and shows her around his mother. While Ananya is a stranger to his mother, Krish strives to keep her in her comfort zones. In an attempt to gain the affection of, to be mother-in-law, Ananya also attempts to perform some menial tasks in their kitchen. Ananya attempts to cut a cauliflower with a knife while holding it on her lap as she's holding a newborn.

This study examines the concept of multiculturalism in Chetan Bhagat's *Two States: The Story of My Marriage*. The book explores how patterns from both within and between cultures affect our

social structure, with a particular emphasis on the cultural collision of two states and the problems that both the older and younger experiences in a multicultural setting across generations. Although every culture has its own history, language, and customs, multiculturalism unites their diverse viewpoints. The Salad Bowl Theory, which describes a society where different cultures and heritages are combined to create a salad with unique flavors, is similar to the central idea of the multicultural tale. Although everyone in the community is the same, they all possess unique cultural background. These similarities may be seen in India, a nation known for its "Unity in Diversity." People from different cultures may cooperate, respect, and understand one another in our multicultural society. Additionally, it causes cultural disputes and prejudice, both of which breed discrimination. This novel by Chetan Bhagat symbolize the prejudice and inequality that exist between all societies. This work illustrates the virtues and vices present in societies.

Chapter 4

Theoretic Approach to Chetan Bhagat's Novels

Chetan Bhagat is the emerging and admirable writer of the present century. *One Night @ The Call Center* and *2 States: The Story of My Marriage* by Chetan Bhagat mostly address social subjects including family and its problems, the economy, religion, education and culture, as well as the elements of consumerism and globalization, authority disintegration, and the monetization of knowledge and education.

The author of the novel *One Night @ The Call Center* has distanced himself from the features of the mechanized approach that have an impact on everyday people's lives in today's society. The six central protagonists of this book are folks who work at the Connexions Call Center. They put a lot of effort into earning a living and endure hardships without speaking out against the quiet atrocities committed against them. Disintegration of families make people feel alienated and frustrated, and they become fearful of life. India's dowry-based society seriously impedes women's ability to live peacefully. The main character of this book, Priyanka, behaves like a women's cell CBI officer and threatens the family when the mother-in-law chastises the daughter-in-law for receiving less dowry and refers to the grand daughters' titles as curses.

“Three years. Harassing women is punishable. Quick trial no appeal” (79). Priyanka said and stared at the mother-in-law. She goes on by pointing at their car number “Shut up! We have your records now. We will keep track if you mess around, your son and you have lots of meals together-in jail” (80).

She then cites the legal penalties for harassing women for dowries. Through Priyanka, the primary character, the author challenges the socially accepted practice of dowry system that is passed on via generations.

Radhika's story, in which she married Anuj three years ago following a whirlwind college courtship, has normalized the situation of working women. She shares a home with Anuj's orthodox mother, who expects her to take care of all household chores. She works at connections in order to allow herself to be in the problematic environment. She told Anuj everything her mother-in-law had said about her – “I am old, if the pieces are too big they will choke my food pipe. May be Radhika is trying to kill me” (81).

Despite her mother-in-law's animosity against her, Radhika expresses her love for her by knitting the scarf. The love she had for her husband was evident in her love for mother-in-law as well. However, Anuj never stands up for justice; instead, he always supports his parents. Anuj spoke these lines to Radhika- “show elders respect, act like a daughter-in-law” (82).

Despite the burdens her family causes her, she still loves them because of the love she has for Anuj. But when she hears her husband declare Payal, his lover to be his greatest love of life, the world beneath her shook due to her husband's betrayal. When she realizes that her spouse has deceived her, she becomes frustrated. The book finally challenges widely accepted social conceptions including the dowry system, socioeconomic position, and the waste of human resources on labor unrelated to their passion and educational background, which serves as this book's primary plot.

Young Indians in the modern day lack a clear future vision. In his book *One Night @ The Call Center*, Bhagat uses the characters he creates to highlight the issue that young Indians suffer.

This confused state is reflected in several of the characters in the book. For instance, a large number of call center experts, such as Shyam and Vroom, are not keen to work in call centers. For a variety of reasons, they nevertheless continue to work as call center experts. Teenage Indians endure ongoing strain as a result of the expectations placed on them. In addition to family pressure to pursue profitable careers and settle down, society expects them to do well and lead fulfilling lives. Because having money is frequently seen as a sign of a well-established existence, young Indians will always work for pay. People who work in call centers like Shyam, put in a lot of effort to advance and take on leadership roles within their teams. Only then would they be seen as potential marriage candidates. Even Priyanka's mother believes that she would marry her daughter off to a well-paid man with a successful career. Consequently, despite his dislike of working in a call center, Shyam puts in a lot of effort there without giving it his best.

Young Indians still feel apprehensive even when it comes to choosing their relationships. The strain placed on them by their families and society causes them to feel anxious, which frequently leads to uncertainty. Because getting married and starting a family signifies a certain level of accomplishment in life, Shyam is ready to settle down in his life—either with Priyanka or with his ex-girlfriend Shefali.

Due to pressure from their families, young Indian women also deal with comparable issues. In Indian society, it is expected of young men and women to follow their parents' counsel when building their careers and personal lives. Because her mother expects her to marry Ganesh, the non-residential Indian who works abroad, Priyanka makes the decision to do so. Priyanka will happily marry Shyam despite her love for him, but she consents to marry Ganesh because she must obey her parents, especially her mother. Priyanka begins to symbolize the millions of

young Indian women who deal with comparable issues on a daily basis. Their parents' expectations force them to follow through on their obligations, even though their hearts are not in a certain career or marriage. This frequently leads to annoyance and dissatisfaction.

Uncertainty continues to be a source of suffering for women and young Indians. Their goals for their lives are not quite apparent to them. When they are young, their parents rule their lives, and when they get older, they are unable to be on their own. They are neither resolute nor forceful. Even Priyanka, a young, educated Indian woman, finds it difficult to choose her future spouse. She consequently rejects Ganesh for the ridiculous reason that he has a bald patch on his head and tries to marry Shyam, who becomes irritated with her sentiments and realizes it would be ridiculous for him to keep pursuing his dream of being married to Priyanka.

One of the book *One Night @ The Call Center's* six central protagonists, Radhika, stands in for married working women. She is a contemporary professional woman who wed the passion of her life. She works as a typical Indian working wife, taking care of the house when she's at home and going to the call center to get her work done to provide for her family. Being the only kid in her family, Radhika enjoyed a comfortable and enjoyable upbringing. Nevertheless, Radhika's overwork from working at home and in the call center causes her to suffer. Radhika's devotion for her husband drives her to take on all of this. She gives up all of her independence and vitality, just like any other Indian lady would, for the sake of her husband. Radhika is a metaphor for the average Indian lady who, upon marriage, must completely reinvent herself. For example, Radhika used to enjoy dressing in jeans and trendy clothes, but after getting married, she started wearing saris due to her husband's family's traditional beliefs. In a similar vein, she almost transforms herself in order to please her spouse.

In India, it is required of a young girl to become accustomed to her husband's family's traditions and customs once she is married. In reality, the newlywed girl is supposed to change her name in many traditions as a symbol of her rebirth as a wife. Radhika is not compelled to alter her name, but she is required to give up all of her preferences and fit in with her husband's family's traditions. Radhika works all day long. She must assume the roles of obedient wife, devoted daughter-in-law, and unpaid helper who does all domestic duties when she is at home. Radhika needs to put in a lot of effort at work to accomplish her goals in her call center position. “Her sleep deprived face still looked nice. She wore a plain mustard sari, as saris were all she could wear in her in-laws' house. This was different apparel from the jeans and skirts Radhika preferred before her marriage” (26).

Following marriage, an Indian lady is supposed to submit to her husband and his family without inquiry. For the benefit of the marriage, she is supposed to give up all of her preferences. Similarly, a woman, whether she is a housewife or a working woman, is solely responsible for all household tasks, child care, and other aspects of keeping a home. As a result, Radhika and thousands of other working women toil away all day at their families and occupations. Even in the twenty-first century, women in Indian society are still exploited. Concurrently, a fresh cohort of youthful females has surfaced, eager to struggle for self-determination and individuality. In the early part of the book, Radhika is portrayed as a typical Indian working wife who gives up all for her husband and his family. However, after learning of his infidelity, Radhika files for divorce from her spouse with confidence and assertiveness, starting a new life with Esha as a sophisticated woman. She breaks free from the constraints of her marriage, emerges from a broken marriage with courage, and becomes the embodiment of the modern Indian woman. In contrast to the conventional Indian women who endured all forms of injustice from their

patriarchal society in silence, Radhika does not suffer in silence from her husband's infidelity. She is a symbol of the self-assured young Indian woman who voluntarily marries her true love in defiance of her family and lives her life for him. Simultaneously, she daringly pursues a divorce from the individual upon discovering his extramarital affair. In *One Night @ The Call Center*, Bhagat genuinely portrays ladies and their issues.

Another type of Indian women who are influenced by Bollywood culture is represented by Esha, one of Bhagat's key characters in the book *One Night @The Call Center*. Esha stands in for the hundreds of young women who flee their homes to seek their dreams of becoming movie stars in places like Delhi, Mumbai, or Chennai. Esha is stylish and appealing. She leaves her family behind to pursue her dream of being a model, hoping to realize her ambition of becoming a call center employee. Esha joins the call center, much like the other characters, but not because of her interest, but in order to support herself. In an effort to better prepare themselves for jobs in the media, young Indian females like Esha embrace Western culture and lifestyles. Esha is a representation of the new breed of aggressive, fearless Indian women who go after their dreams in life. Esha stands for a group of resourceful, self-reliant, and independent Indian women. They are also motivated by their careers and they demonstrate great attributes when it comes to their pursuit of their goals. "The Lakme fashion week is in four month. My agent is trying to get me an assignment" (22).

Bhagat also highlights the more sinister aspect of Indian society's hypocrisy. He demonstrates the complete impunity with which men exploit women. Predators take advantage of Esha's character, who chooses to sleep with a designer in order to obtain a modeling opportunity. She suffers in silence when she is taken advantage of or denied a chance. Esha becomes a victim of

nasty men who go unpunished for their sexual abuse because her family doesn't stand by her even after carrying out such crimes. Esha is a symbol of both the darker aspect of contemporary Indian women and their strengths as well as the brighter side. Simultaneously, the social stigmas surrounding sexual activity and the mistreatment of women compel even resilient women like Esha to endure shame and suffer in silence.

One of the primary characters in the book *One Night @ The Call Center*, Varun, stands in for another group of young Indian guys who are from dysfunctional families. It hurts a lot that his parents don't live together. Varun in search of a profitable career, he gives up his ideal journalism career to work at a call center. He realizes that running a call center pays more than being a journalist, so in order to support himself, he decides to work at the call center. He is terribly saddened by the conflict in his family, which makes him restless. Riding his bike gives Varun comfort, just like it does for hundreds of other young Indian men who experience similar fear and uncertainty in life. Varun usually rides his bike quickly in order to alleviate the frustration he is experiencing in his life. One of the frequent hobbies of young Indian guys is bike racing, a behavior that Bhagat emphasizes in his novel through Varun. "I couldn't sleep at all. Just lay in bed all day and now I feel sick. Need to get some energy back,' Vroom Said as he straddled his bike" (39). Varun, like Esha, is a symbol of the contemporary Indian male who is open to embracing Western culture and lifestyle. He consumes branded goods, smokes cigarettes, drives his bike recklessly, and surfs the internet for everything. He keeps getting into relationships with plenty of girls because he lacks moral obligation or social constraint. Varun frequently switches partners to satisfy his whims and desires, in contrast to the conventional Indian guy who marries a lady and aspires to live with her for the rest of his life.

Varun stands in for a generation of angry young Indians who are dissatisfied with their societal circumstances. They feel frustrated with their life, with the discord in their families, and with the dearth of chances in India, where they were born. Working in a contact center, Varun finds the burden of dealing with Americans to be unbearable. He shows his rage through the following words: "I will 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 could not do better than make India one of the poorest countries on earth. Great job, thank you, dear great fucking leaders"(110-111).

Varun cannot put up with the obvious dishonesty, moral emptiness, and corruption that permeate every aspect of society. His frustration stems from the fact that young Indians like him have less career opportunities and poorer prospects. Additionally, he is upset about the unethical politics that supervisors engage in at work, where they take advantage of the workers without hesitation.

The novel's principal characters, drawn from a representative spectrum of young Indians, were developed by Bhagat. His personas stand in for young Indian males who struggle in their employment, who fall victim to social and familial pressure, who experience romantic failure, and young men who suffer from discord in the home. In a same vein, he has also developed young female characters who are working wives who find it difficult to juggle job and family life, women who follow their goals and ultimately get abandoned by their families, women who fight to fulfill their goals, women who are completely unpunished by males for their own gain, and twenty-first-century women who are genuinely autonomous and self-assured. Characters developed by Bhagat in the book experience every typical issue that young Indians in the nation deal with. Because of this, the book accurately captures the issues that young Indians experience.

The next novel chosen for the study *2 States: The Story of My Marriage* tackles every issue that young Indians encounter in marriage. This autobiographical book describes the difficulties the author had when tying the knot with his true love. Krish and Ananya, the two main characters, come from different states, which means they follow different religions and have different traditions. When they cross paths in the Indian Institute of Management Sciences, where they get enamored with one another for academic purposes. It would have been simple and problem-free for them to get married in any other country. However, in India, weddings occur between two families, which in turn results in the union of two societies, two cultures, and two states if the girl and the guy are citizens of two distinct states in the union. The story of Krish and Ananya's unwavering struggles to persuade their families to approve of their marriage is told in the book. Krish encounters issues as a result of discrimination and the nation's cultural variety. He faces discrimination not just on the basis of culture but also on the grounds of religion. In a similar vein, Ananya finds the issues brought about by the diversity that permeates society, religion, and culture upsetting. The focus of the book *2 States: The Story of My Marriage* is on exposing the social realities that Indian youth must contend with when entering into marriage.

Ananya is from Tamil Nadu, while Krish is from Punjab. As a result, these two states are completely dissimilar in many ways. The two are very unlike from one another in every way, with the exception of the fact that they are both Indians. Every culturally significant item, including food, attire, language, relationships with family, and the differences between Krish's and Ananya's families are so enormous that it is proving to be a tremendous problem for them to persuade their families that Krish and Ananya would make an ideal match. Krish and Ananya experience this prejudice in their own families throughout the book. They both accept the enormous task of persuading the families of each other that Krish should move to Chennai in

order to convince Ananya's family and Ananya made the decision to move to Delhi in order to persuade Krish's family. Despite being a man and a woman in love, the hero and heroine both deal with issues related to cultural differences, discrimination, and acceptance in their own unique ways.

Bhagat is able to list some of the inherent social ills that, despite the Indian social structure's admirable traits—like secularism, tolerance, and unity in diversity—remain prevalent. It's possible that one of the defining characteristics of the Indian establishment, but Bhagat opines claims that the unification does not simplify the ordinary Indian's experience of daily life. The nation is diverse in every way, encompassing social customs and habits, cultural norms, language, and religion and it consequently influences an Indian's decision to leave their place of birth. Due to their propensity to leave their birthplace in the twenty-first century, many Indians are starting to see this as a prevalent issue. Moving to another state in search of better opportunities for education and employment has increased in recent decades, and it still causes issues for Indians living in the nation.

Krish chooses to become closer to Ananya's family in an attempt to persuade them. He travels to Chennai and begins working in a bank. The Punjabi, a young Indian, has difficulties in his daily existence. Discrimination exists between the identities of North and South Indians. While a North Indian shows preference for another North Indian and mistreats a South Indian, the South Indians also receive the same treatment. Even in a business setting such as a bank, Krish is able to identify this discrimination based on regional differences. Due to Ananya's father's innate animosity towards him as a north Indian, Krish also experiences social discrimination. Although a North Indian shows preference for another North Indian and mistreats a South Indian, the

South Indians also experience similar behavior. Even in a business setting such as a bank, Krish is able to identify this discrimination based on regional differences.

Due to Ananya's father's innate animosity towards him as a north Indian, Krish also experiences social discrimination. Throughout his career, Ananya's father experienced personal discrimination, which left a lasting impression on him about North Indians. As a youthful Indian with a global perspective, Krish finds it untenable and unacceptable to see such pervasive prejudice among Indians. Ananya's father expresses the following words: "The country manager as it is doesn't like me. He is North Indian. He will forgive you but not me" (114).

Ananya experiences the same kind of prejudice due to her regional identity. Madrasi is the term for a Tamilian, and Ananya suffers mistreatment from Krishna's family due to her Tamil Nadu state affiliation. However, Krish's mother recognizes the kindness in Ananya, her family members—particularly Krish's aunt—keep criticizing Ananya because of her regional background. At first, Krish's mother opposes the marriage proposal on the grounds that Ananya is a Tamil Nadu native and might not be a good fit for her son. When Indians opt to move from one state in the nation to another, they encounter regional discrimination regardless of their gender. Youth in India have a unique difficulty because immigration issues typically result from migration between nations, but they can also occur inside the states of the same nation, India. The terrible experience of young Indians is vividly documented by Bhagat in his book *2 States: The Story of My Marriage*.

As a young Indian who represents his country, Krish experiences cultural shock. Upon his first journey to Chennai, he is overwhelmed with a plethora of novel cultural customs that sharply contrast with his Punjabi customs. Punjab and Tamil Nadu are two states in India, although their

cultures, societies, and religious customs are very different from one another. Krish discovers this distinction upon arriving in Tamil Nadu. It also demonstrates that the current generation despite their cultural differences, Krish and Ananya, who represent India, are able to converse and build connections with one another. India has already achieved cosmopolitanism.

Nonetheless, the most senior members of the Indian social structures are so deeply ingrained in their cultural heritage that, despite sharing the same nation, they appear to be entirely different individuals because Krish is from North India and has white complexion, he receives different treatment. He is acutely aware of the dark skin tone of the Tamil Nadu population and finds it fascinating that the Tamil people have a social predisposition to make their skin appear fair. Krish, the main character, expresses amazement and derision at this craze for light skin. While he respond to such notions with a smile on his face. Actually, at first, these minor beliefs and biases about such unimportant things widen the divide between North and South Indian identities and serve as the foundation for discrimination between North and South Indians. Dress and cuisine are also very distinct between the two cultures .Ananya, being South Indian, eats more rice than Krish, who is a Punjabi. Starting with this fundamental distinction in food, there are several levels of social and cultural differences that create significant obstacles for the couple's families to get together rather than for the pair themselves. Young Indians like Krish and Ananya hence have a difficult time getting married. In addition to listing the issues that arise in an interstate marriage, Bhagat also draws attention to issues that Indians encounter in other states. The book does a great job of depicting the discrimination against young Indians based on their region that they face from the elder generation.

Young Indians' dreams are smothered by tradition. It puts several obstacles in their way of advancement. Because Krish and Ananya's families are both traditional, they are reluctant to allow their offspring to marry into other households' customs. In addition, young Indians are expected by custom to always heed the advice of their elders. From birth, children are expected to be obedient to their parents in all aspects of their lives, including education, choosing a life mate, and even choosing a career. Young Indians like Krish and Ananya, as well as employed individuals like Radika, Shyam, and Esha are all frustrated by this. All of these personalities end up serving as symbols for young Indians who endure unwavering pressure to preserve their traditions as a result of social expectations. Bhagat discusses several facets of the issues that young Indians from various social classes confront. Within his primary focus in his work, *2 States: The Story of My Marriage*, is on marriages and the issues they cause for young Indians in the twenty-first century.

So through both these novels Chetan Bhagat tries to highlight social criticisms faced by the Indian youth.

Chapter 5

Conclusion

One of the most well-known Indian novelist of the twenty-first century is Chetan Bhagat. He truly embodies the spirit of the emerging India. He creates books for Indian readers. Themes, characters, plots, and literary styles of his novels are predominantly Indian. In his novels, he features Indian students, young professionals in international corporations, young entrepreneurs running start-ups, and young, dynamic journalists. His goal is to delight his readers with his stories. In addition, he hopes to use his works to deliver a significant message. Realizing that he has a big duty to society as a writer, he uses his novels to fulfill his mission of imparting life lessons to young Indians.

This chapter offers an overview of the discussions and evaluations conducted in the other chapters, examining Chetan Bhagat as a social novelist, a young Indian representative, and an exemplary of English-language Indian novelists. Bhagat addresses a broad spectrum of social topics in his writings. He discusses the corruption that exists in the educational system. He is particularly critical of the ineffectiveness of the Indian higher education system. He also discusses the complete absence of tremendous compassion from the instructors. He shares the stress and anxiety of students' who are influenced by their family and society at large, since he himself one of the young Indian students. In a similar vein, he discusses the issues that young Indians encounter at work. The strain from the targets set by the firms that take these people's very soul is too much for them to handle. The novelist discusses issues that persist in India, such as caste and class prejudice. He also draws attention to the issues that women in Indian families confront as a result of the country's patriarchal social structure. He also discusses how women suffer as a result of their husbands' adultery and issues in their families that arise after marriage.

Bhagat discusses the issues that young people confront. Two of his novels have been selected for this study. It has centered on his portrayal of societal challenges that are prevalent in India. He is an active writer who is still producing new works. He has been a motivational speaker and one of the most well-known writers. In addition, he writes columns for popular newspapers, and studies on his further dimensions can be done. It is possible to do research on his classification of contemporary Indian men and women. Studies might be carried out to investigate his approaches to addressing the political and global concerns that he consistently brings up in his books. There are numerous options for looking for information in Chetan Bhagat's works.

The main goal of this study is to demonstrate Chetan Bhagat's significance and relevance as a novelist within the framework of Indian society. Because he is modern, all of the current problems are reflected in his writings. This study has emphasized his role as a novelist in raising awareness regarding the issues that Indian youngsters are currently facing. Understanding the significance of Chetan Bhagat's novelistic contribution to the genre of Indian Writing in English can be gained from this research. Social Criticism is highlighted through this research.

Numerous methodological approaches are used in the research in this book, including participant observation, quantitative data, ethnographic descriptions, individual case studies, and institutional analysis. Unfortunately, there is less diversity in the topic matter; the majority of the pieces discuss issues related to race or class in one way or another.

In conclusion, Chetan Bhagat emphasizes the value of friendship, love, and achieving one's aspirations in *One Night @ The Call Centre*. His message centers on finding hope and resilience in the face of adversity. The goal of *Two States: The Story of My Marriage* is to break down cultural and traditional boundaries in order to foster love and understanding amongst people

from diverse backgrounds. This book also highlights the challenges and rewards of intercultural partnerships in contemporary India.

Thus, I would like to maintain that Chetan Bhagat's contribution to Indian literature is rooted in his capacity to engage the general public with his straightforward yet captivating storytelling style. In India, he pioneered the commercial fiction subgenre, opening up literature to a larger readership. His books frequently address modern societal themes and topics that are pertinent to Indian society, like friendship, love, aspirations for one's career, and conflicts between cultures. He has been criticized for his writing style and character development, but there is no doubting his influence on Indian literature, especially in terms of drawing in young readers and igniting discussions about morality and society standards.

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