

Portrayal of Indian Contemporary Society in Chetan Bhagat's *Five Point Someone* and *One Night @ the Call Center*: A Comparative Analysis

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Abstract—This comparative analysis explores the representation of Indian contemporary society in Chetan Bhagat's iconic novels, *Five Point Someone* and *One Night @ the Call Centre*. These novels, which have gained immense popularity, provide unique insights into the social, cultural, and economic fabric of modern India. This article critically examines the themes, character dynamics, and societal commentary within the narratives, shedding light on the author's portrayal of contemporary India. Through a comprehensive exploration of key elements, including the education system, corporate culture, interpersonal relationships, and generational gaps, this study uncovers the social intricacies and evolving values of Indian society.

Index Terms—Indian literature, contemporary Indian society, social commentary, young generation, cultural traits

I. INTRODUCTION

India proudly holds its position as the world's most populous democratic nation, a source of great national pride. Since the hard-fought struggle for independence, the political landscape of our country has remained a complex and intriguing phenomenon. Neil DeVotta (2010) claims that "India's biggest characteristics are its united democracy and diverse backgrounds". In this context, Chetan Bhagat has risen to prominence as one of the most influential fiction writers in contemporary Indian English literature. Bhagat has established a unique trajectory in the realm of Indian literature composed in the English language, earning recognition as a skilled narrator in the modern era. Bhagat's literary works exhibit a distinctive attribute that resonates deeply with a diverse readership in India, a nation where English is often a secondary or tertiary language. Consequently, he has amassed a significant following, particularly among the younger demographic, and has made a substantial contribution to nurturing a literary culture among India's youth, even amidst the widespread prevalence of smartphones and tablet technology.

While Bhagat's narratives frequently explore postmodern themes, including the aspirations of young people, love and sexuality, marriage, urban middle-class perspectives, corruption, politics, and education, his work illuminates the significant influence of these factors on contemporary Indian society. Bhagat's literary oeuvre primarily centers on the contemporary urban milieu of Indian society in his fictional works. While often categorized as non-serious literature, Bhagat's novels have effectively kindled a profound sense of concern and responsibility among Indian youth toward their nation and its challenges. His narratives revolve around romantic themes, yet consistently bring to the fore political and contemporary issues that are pervasive in Indian society.

In Bhagat's literary works, the focus is on elucidating the challenges faced by middle-class households in contemporary India. His primary protagonists are characterized as perceptive and empathetic youths who steadfastly uphold their principles in the face of societal norms. These literary personas are often interpreted as hyperbolic depictions of the diverse ethical and moral attributes prevalent within modern-day Indian culture. Bhagat demonstrates a notable proficiency in realistically portraying prevailing societal circumstances, allowing readers to vividly envision the contemporary Indian landscape. The aim of this research article is to conduct a comprehensive examination of specific literary pieces authored by Chetan Bhagat, with a particular emphasis on his adept portrayal of political concerns and the dynamics of contemporary Indian society within his storytelling.

The novels of Chetan Bhagat have emerged as cultural phenomena in the literary landscape of contemporary India. Known for their relatable characters, breezy narrative style, and astute social commentary, Bhagat's works have struck a chord with a diverse audience. Among his notable creations, *Five Point Someone* and *One Night @ the Call Centre* stand as quintessential representations of the dilemmas and aspirations of Indian youth in the 21st century. These novels transcend their status as mere pieces of popular fiction and instead serve as mirrors reflecting the complex fabric of Indian

society. (Diksha Sahni, 2011) This article embarks on a comparative analysis, delving deep into the portrayal of Indian contemporary society within the pages of these two iconic works.

Chetan Bhagat's novels are characterized by their ability to engage readers with the seemingly mundane yet highly relatable experiences of everyday life. Through the lenses of his protagonists, Bhagat weaves tales that explore the intricacies of the Indian educational system, corporate culture, familial relationships, and societal dynamics. In *Five Point Someone*, he takes us into the hallowed halls of an engineering institute, exposing the relentless pressure and the pursuit of unconventional dreams. In *One Night @ Call Centre*, the focus shifts to the soul-crushing grind of a call center, where the characters grapple with professional monotony and personal crises. This comparative analysis seeks to unravel the rich tapestry of contemporary Indian society woven into the narratives of these novels. It strives to shed light on the societal commentaries implicit in Bhagat's storytelling. By examining the overarching themes, character dynamics, and the subtle nuances of the author's craft, this study aims to discern the underlying commentary on the evolving values, generational shifts, and cultural idiosyncrasies of modern India.

The chosen novels offer a unique vantage point, reflecting not only the aspirations, struggles, and ambitions of young Indians but also the broader socio-cultural context in which they navigate their lives. Through a meticulous analysis of these texts, this article endeavors to offer fresh insights into the ways in which Chetan Bhagat's works resonate with readers and contribute to a nuanced understanding of Indian contemporary society. Intriguing and impactful, Bhagat's novels continue to be the subject of discussion and debate in literary circles and beyond. This analysis aims to contribute to the ongoing conversation about the significance of these works in the realm of Indian literature and society, as well as the enduring appeal of storytelling as a medium to articulate the complexities of the human experience.

II. REPRESENTATION OF INDIAN SOCIETY IN *FIVE POINT SOMEONE*

Chetan Bhagat's literary works consistently offer a profound portrayal of contemporary urban middle-class society, drawing upon his own lived experiences within this social stratum. His deliberate depictions skillfully capture the essence of modern urban life in India. Bhagat's debut novel, *Five Point Someone*, although primarily intended to provide readers with entertainment, transcends its engaging exterior to offer valuable insights into the multifaceted challenges confronting present-day Indian society. While the novel prominently addresses issues within the education system, it also illuminates other pressing concerns, including dowry, intergenerational differences, the struggles of Indian families in upholding traditional values, and the hardships endured by the lower middle class. Through these interconnected themes, Bhagat's work provides a comprehensive representation of the many facets of Indian society (Vats & Sharma, 2011).

Five Point Someone paints a vivid picture of Indian society, particularly focusing on the lower middle class and the various challenges faced by this segment of the population. The heart of the novel revolves around the portrayal of the educational system within contemporary Indian society and the complex challenges it presents. Education unquestionably stands as a cornerstone of society, with the progress of civilization closely tied to the quality of education provided to its citizens. When education is delivered effectively, it not only imparts knowledge but also nurtures a heightened sense of humanity, fostering a more humanistic perspective on life. In a democratic nation like India, education plays a pivotal role by instilling democratic and nationalistic values in its citizens. Those who prioritize the welfare of the nation are more likely to become conscientious and responsible citizens, contributing significantly to the progress and cohesion of society as a whole.

The portrayal of the education system in the novel reflects a deep sense of disillusionment with the current state of education in contemporary Indian society. It is evident that the educational system is inflicting adverse consequences upon students. This has led to a noticeable lack of self-assurance among individuals, impeding their pursuit of personal endeavors. As a result, many experience feelings of frustration and even depression in their daily lives. The novel vividly illustrates the challenges faced by the youth of India through its portrayal of the hostel setting. For the novice students, their introduction to this new environment involves encountering the troubling issue of hazing. Additionally, the quality of the food provided in the hostel mess falls far short of expectations. To exemplify this, consider the following passage from the novel:

Several weeks later, we found ourselves in the Kumaon mess, having dinner. It was, I believe, a Thursday, as that's when Kumaon claimed to serve a 'continental dinner.' In reality, it seemed more like an excuse for the mess workers to avoid offering us real food. The menu sounded promising - noodles, French fries, toast, and soup. However, the actual taste was far from pleasant. The noodles seemed to have been fused together with some sort of superglue, forming a single, unappetizing mass in the large serving pan. The French fries were served cold, and they were either severely undercooked or burnt to the point of resembling charcoal. The cream of mushroom soup could easily have been mistaken for muddy water, except it was warmer and saltier. (Five Point Someone, 2004, p. 155)

This passage serves to underscore the substandard conditions and the disappointments that the characters face within the hostel's dining facility, highlighting the challenging and disillusioning aspects of their college life. The novel's depiction of the educational system evokes concerns about its inherent limitations. It frequently appears as rigid and steeped in tradition, potentially stifling the creative and authentic expression of students' intellectual abilities. The grading system, in particular, is portrayed as a hindrance to students' creativity, constraining their capacity to generate innovative ideas. Many students are hesitant to challenge this established system, well aware of the potential risks such defiance

might pose to their future prospects (Sreeramulu, 2021). Characters in the novel, such as Alok and Hari, consistently grapple with psychological stress stemming from academic assessments, their academic performance, and the inherent unpredictability of it all. Within the academic establishment, faculty members, including Professor Dubey, Professor Vohra, and Professor Cherian, are entrenched in their resistance to embracing any changes to their traditional teaching methods. They persist in employing outdated approaches in their interactions with students and in their overall academic careers. Consequently, there exists a notable lack of harmonious rapport between the students and these traditional instructors at the educational institution.

As a consequence, students find themselves vulnerable to adopting detrimental coping mechanisms, such as smoking and alcohol consumption, as a means of dealing with the overwhelming stressors they face. The intensity of their distress leads some to consider resorting to unethical practices like stealing examination papers in a misguided pursuit of academic success. The novel paints a disheartening picture of an educational system that fails to adequately nurture creativity, hinders individual growth, and results in negative consequences for its students. In the absence of care and compassion, students may be at risk of veering off the path to a positive future. The absence of adequate support can leave individuals struggling with a lack of self-assurance, which, in turn, hampers their ability to pursue their goals. Consequently, individuals might engage in unproductive pursuits, squandering valuable time (Five Point Someone, 2004, p. 123).

When these individuals eventually transition from educational institutions to the broader world, they may carry with them a sense of confusion or disillusionment that could impede their capacity to make meaningful contributions to themselves, their employers, society, and the nation at large. Chetan Bhagat masterfully portrays the contemporary educational system in Indian society, rendering it with a poignant sense of authenticity. Within this system, students often find themselves dissatisfied and unfulfilled, lacking the essential elements of positivity and support necessary for instilling significant life principles and values. Consequently, they grapple with overwhelming feelings of frustration, depression, and anxiety when faced with the uncertainties surrounding their future prospects. Their attempts to challenge the system often result in adverse consequences, as the system tends to respond with resistance.

Chetan Bhagat offers a practical solution to address the rigidity ingrained in the educational framework. He highlights the exemplary qualities of Professor Veera, an educator who employs modern pedagogical methods to enhance the learning experience. Unlike other instructors, Professor Veera's lectures consistently draw students due to his engaging and relatable teaching style. Professor Veera embodies qualities of compassion, empathy, and genuine concern for his students' well-being, readily offering assistance when they encounter obstacles. Through the character of Professor Veera, Chetan Bhagat underscores the importance of educators embracing a contemporary perspective and adapting to the evolving demands of the education sector.

In the absence of compassionate treatment and consideration during their educational journey, students may struggle to develop a deep appreciation for the values of altruism and compassion. The potential implications of this phenomenon extend beyond the immediate impact on individual students, encompassing broader societal and national consequences. Hence, it is imperative for educators to establish a nurturing and comprehensive environment that fosters the growth and development of their students. Chetan Bhagat's work extends beyond the educational sector, delving into the challenges faced by the lower middle class in contemporary Indian society. His literary endeavors effectively illuminate the obstacles confronting individuals belonging to this specific socioeconomic group. The central protagonists, namely Hari, Alok, and Ryan, hail from households situated within the lower or middle socioeconomic strata, each grappling with a distinct set of challenges.

Alok's family serves as a quintessential representation of the lower middle class in today's Indian social milieu, persistently burdened by financial constraints. The family's limited financial resources necessitate numerous sacrifices in their daily lives. Despite Alok's passion for painting, he is compelled to pursue engineering to quickly secure employment and alleviate his family's financial burdens. The prospects for his elder sister's marriage appear bleak due to the family's inability to provide a substantial dowry. Unfortunately, his father's declining health has left him immobile, forcing him to resign from his teaching position. The family's matriarch has taken on the role of the primary breadwinner, working as an educator. However, half of her income is allocated to cover her spouse's healthcare expenses, leaving limited resources to meet other essential needs. The family's financial constraints have even prevented her from acquiring a new sari for six months. These economic challenges are further compounded by rising inflation, resulting in considerable hardship given their limited income. These conditions, as depicted in the literary work, serve as a reflection of the struggles faced by families in the middle socioeconomic stratum (Spencer, 1992).

As Bhagat writes, "One Monday, the geyser that had been repaired five times broke down again, and there was no money for a new one. On Wednesday, the TV antenna malfunctioned, and a replacement was deemed too expensive, leaving the family with grainy reception until they could save enough money. On Friday, Alok's father fell off the bed, requiring a doctor's visit that cost an additional hundred bucks. Other challenges included the ration shop doubling the price of sugar, and their maid missing work twice that week" (Five Point Someone, 2004, p. 122). This passage provides a stark illustration of the financial hardships and daily struggles faced by lower-middle-class families, emphasizing the impact of economic limitations on their lives.

Ryan, born to a middle-class Non-Resident Indian (NRI) couple, whose primary focus is on their income generation in the United States, has experienced his entire academic journey in boarding schools and hostels. As a result, he has been deprived of the customary parental care and affection, leading to a noticeable detachment within the family unit. Ryan's

inclination towards smoking and drinking stands in contrast to his inherent intellectual and imaginative abilities. The Cherian family is depicted as deeply unsettled in the novel, serving as a representation of the educated segment of Indian society. They undergo significant emotional turmoil due to the erosion of their traditional Indian family values in the face of modernity, despite their otherwise comfortable lifestyle. Sadly, Samir, the only child of Professor Cherian, succumbs to suicide due to the immense pressure imposed on him by his parents to uphold his father's scholarly legacy. Professor Cherian had high expectations for Samir, envisioning him excelling in the IIT entrance examination and pursuing a career as an engineer. Samir faces recurring setbacks, leading to his father cutting off all communication with him. Furthermore, Professor Cherian initiates a pattern of refraining from conversing with his spouse, partly blaming her for Samir's academic struggles.

Samir's tragic demise occurs by his own hand near a railway track, accompanied by a heart-wrenching suicide note addressed to his younger sibling, Neha. Neha, who maintains a distant relationship with her father, finds solace in her bond with Hari, one of the three principal protagonists in the literary work. Neha's decision to engage in a romantic relationship with Hari is not influenced by his smoking and drinking habits or his perceived lack of commitment towards life. While the professor effectively maintains order and control among his students, his personal household lacks tranquility and harmony. In Chetan Bhagat's literary work, *Five Point Someone*, he adeptly portrays the realities of contemporary Indian society. This work not only serves as a source of entertainment but also functions as a societal critique, shedding light on the prevalent issues in Indian culture and their consequences on people's lives.

The novel offers profound insights into the challenging realities and poignant experiences of individuals by delving into the milieu of the Indian urban middle class. The author delves into the salient concerns of the Indian societal structure and their profound impact on the lives of individuals.

III. REPRESENTATION OF INDIAN SOCIETY IN *ONE NIGHT @ THE CALL CENTER*

Chetan Bhagat's literary work, *One Night @ the Call Center*, offers a remarkably accurate portrayal of the present-day urban social environment in middle-class India. It adeptly depicts a society that departs from the idealized notion of a perfect world, reflecting the contemporary Indian urban landscape with striking resemblance to the real social fabric of our time. Through an analysis of the personal, professional, and social lives of the characters, the novel skillfully portrays the three primary limitations that shape their existence. It offers a comprehensive understanding of the representation of modern Indian society within these constraints.

The novel features six primary characters, each representing a unique societal concern of their era. The personal challenges experienced by these individuals reveal that the difficulties they face are a consequence of their interactions with the dynamic societal milieu. A prevailing factor contributing to these challenges is their persistent sense of unrest. Shyam, Priyanka, Varun, Esha, Radhika, and Military Uncle exhibit varying degrees of dissatisfaction with their respective life circumstances (*One Night @ the Call Center*, 2005, p. 115). These individuals harbor ambitious aspirations that surpass their current conditions. Often driven by their desires, they may feel compelled to conform to prevailing societal norms and standards in pursuit of their goals. Shyam, for example, longs for greater fulfillment and satisfaction within his present circumstances (*One Night @ the Call Center*, 2005, p. 165).

The character Esha displays a strong sense of individualism, being unwilling to compromise on her personal pursuits, leading to strained interpersonal dynamics with her mother and romantic partner. Her ambition is such that she is even willing to compromise her ethical principles to achieve her objectives. In her pursuit of a modeling assignment, she engages in a sexual relationship with a designer much older than her, only to be rejected due to her height. This experience leaves her disillusioned and disappointed.

"Military Uncle" inadvertently creates familial distance and eventually becomes geographically separated from his relatives as he seeks to establish familial dominance. The novel depicts a society that closely resembles modern-day Indian society, where individualism, especially among the middle-class population, has gained prominence. These individuals value personal space and are reluctant to compromise in their personal lives. They believe that their quality of life has improved and prefer not to be labeled as indigenous (*One Night @ the Call Center*, 2005, p. 165).

These individuals strive to project a modern image and have been notably influenced by the forces of modernization and westernization. They often find it challenging to come to terms with the inherent limitations of their lives. Their aspirations are high, yet they face numerous barriers that hinder the realization of their goals. Consequently, they grapple with a persistent sense of unease and restlessness in their daily lives. The existence of a comparative and competitive environment adds to the stress and discomfort experienced by these individuals. The author adeptly illuminates the realities of modern middle-class society.

The novel paints a picture of a hybrid society that blends Indian and Western cultural influences. It effectively illustrates how Indian society has been significantly impacted by the processes of modernization and westernization. The traditional values that once dominated Indian society have undergone substantial transformation and disruption due to these influences. The conflict between conventional and contemporary values has given rise to a multitude of unexpected changes in the quality of life for individuals in the present day. The author of this literary work has taken a realistic approach to effectively portray urban Indian society, its inhabitants, and the challenges they face. The novel adeptly captures the fundamental characteristics of contemporary Indian social organization, where ordinary individuals experience varying degrees of apprehension, concern, or despondency due to the inevitable circumstances of their lives.

The novel's depiction of middle-class society exudes a genuine and authentic essence. The characters in the narrative display a contemporary perspective in their preferences, attitudes, and behavior. They have a penchant for modern fashion trends, such as denim trousers and leather outerwear, and show a fondness for consuming items like tobacco products, cellphones, pizza, cheese sandwiches, milk-based beverages, potato crisps, and carbonated beverages. These choices reflect their attraction to a Westernized way of life. Furthermore, these individuals have a keen interest in attending nighttime gatherings hosted by disc jockeys, where they partake in Western-style drinks and cocktails, underscoring their embrace of Western cultural norms in their social interactions (Ritu Sharma, 2014).

Within the novel, the characters frequently explore high-end shopping malls, indulging in their penchant for consumerism. Esha, one of the female characters, particularly enjoys foreign perfumes and body sprays, while the entire group takes pleasure in wearing luxurious clothing. When it comes to dining out, they have a proclivity for visiting upscale restaurants to savor gourmet fast food offerings. The narrative emphasizes the youth's inclination towards Westernized lifestyles. The portrayal in the text mirrors the current state of the younger generation in India, aligning with contemporary trends and preferences (One Night @ the Call Center, 2005, p. 59).

In today's Indian society, the younger generation exhibits a strong attraction to globally recognized clothing brands, branded footwear, and fast-food chains like McDonald's, Dominos, KFC, Subway, Pizza Hut, and US Pizza. They enthusiastically embrace foreign elements, considering them indicative of a modern way of life. The literary work titled *One Night @ the Call Center* effectively portrays the collective life experiences of the contemporary Indian middle class through its diverse ensemble of characters. The novel primarily delves into the complexities of family life and the challenges arising from processes of modernization and westernization. It portrays several families representing distinct social concerns prevalent in today's Indian middle-class society. Initially, Priyanka, the primary female protagonist, shared a positive relationship with her mother during her formative years. However, as she grew older, their relationship could not withstand the changes. Priyanka's evolution into a contemporary and self-reliant woman is characterized by her steadfast refusal to tolerate any encroachment upon her personal affairs.

Radhika grapples with the challenge of balancing her professional responsibilities while tending to the various requests of her mother-in-law, necessitating several concessions in her personal life. In contrast, Esha departs from her family home with a strong determination to pursue a modeling career in a thriving urban center, resolute in her efforts to overcome any obstacles arising from parental authority. Shyam, the central character, finds it challenging to fully engage in family festivities due to the burdens imposed by his occupational responsibilities. Varun faces numerous challenges in life as a result of his parents' divorce. The paternal figure, deeply rooted in military background and traditional beliefs, is compelled to leave his child's home.

The novel portrays these characters as contemporary, embodying a generation characterized by a preference for denim clothing and alcoholic beverages. Their inclinations, leisure activities, and customary practices are significantly influenced by American or European cultural norms. They opt for denim trousers and casual shirts, participate in social gatherings, and engage in tobacco and alcohol consumption. Their desire for autonomy motivates them to resist external interference in their personal choices, asserting their right to live according to their own will. These representations provide an accurate portrayal of current urban Indian life within the middle-class social context. This theme is particularly evident in the female characters, Esha and Priyanka. Esha's persistent pursuit of modeling assignments, despite her parents' objections, is noteworthy, considering her physical limitation in terms of height. Her fervent desire to pursue a modeling career is so strong that she has chosen to live apart from her parents to avoid unnecessary interference.

The chapter entitled "My Past Dates with Priyanka-II" in the novel features a poignant scene that sheds light on the issue of dowry, effectively highlighting the prevailing mindset and the challenges faced by women in modern Indian society. Shyam's former partner, Priyanka, who has recently ended their romantic relationship, remains professionally connected with him. Priyanka expresses contentment with her engagement to a Non-Resident Indian (NRI) and her desire for a stable and comfortable lifestyle. However, she emphasizes her independence and resists her mother's overbearing involvement in her decision-making. Priyanka acknowledges the importance of getting to know her fiancé better before entering into matrimony and, therefore, seeks an extension of time.

Despite her mother's eagerness for her marriage, Priyanka disregards it and places more importance on her own understanding and assessment. Radhika, a woman juggling both her professional and domestic responsibilities, yearns to regain the autonomy and confidence she once had, particularly the freedom to dress casually in jeans and T-shirts. She feels limited by her family obligations following her marriage, although she may not explicitly admit it; her nonverbal cues hint at a strong desire for independence and self-sufficiency. Eventually, she summons the courage to break free from conventional norms and embark on a self-determined path. The novel offers a thought-provoking exploration of the dowry issue and sheds light on the challenges faced by women in contemporary Indian society by depicting these experiences.

The novel effectively portrays the professional culture reflective of contemporary Indian society. It revolves around a group of six individuals employed in a call center, all grappling with job dissatisfaction and persistent concerns about their job security. The employees' predicament can primarily be attributed to their supervisor, Mr. Bakshi, whose lack of leadership skills and inadequate qualifications make him ill-suited to manage such a significant commercial enterprise. Unfortunately, he exhibits a disregard for the well-being of his subordinates, prioritizing his own interests and professional advancement. Mr. Bakshi's egocentric behavior drives him to exploit the abilities and skills of call center representatives,

specifically Shyam and Varun, who dedicate two months to the demanding task of developing a web design project. Regrettably, Mr. Bakshi shamelessly takes credit for their work without giving them due recognition.

The novel adeptly portrays the challenges faced by these characters, reflecting the harsh reality of around 300,000 individuals working in India's Business Process Outsourcing (BPO) industry. The depiction of office politics serves as a vivid representation of the real dynamics within India's current professional environment. The author effectively highlights the impact of globalization and liberalization on employment prospects in India. While it has created a surge in job opportunities, it has also brought about specific concerns and obstacles, particularly for the middle-class demographic and the younger generation.

A detailed analysis of the literary work *One Night@ the Call Center* offers valuable insights into various aspects of contemporary Indian society, yielding both favorable and unfavorable outcomes. Chetan Bhagat skillfully integrates contemporary Indian realities into a straightforward narrative that revolves around the experiences and lives of call center agents. The story gradually unfolds over a single evening, devoid of exaggerated excitement or unexpected plot twists. However, the author's insightful storytelling keeps readers engaged until the end, without disrupting their sense of calm. The text effectively establishes a profound connection between the reader's inner thoughts and the events unfolding in the novel, bridging the divide between the fictional narrative and the real world. The characters in the novel are so compelling that readers become fully immersed in their lives and challenges, often drawing parallels between their experiences and those in their immediate surroundings.

The author demonstrates a sincere commitment to understanding the complexities of contemporary issues faced by the Indian middle-class community, profoundly affected by the forces of modernization, Westernization, and globalization. The novel, beyond being a touching love story, serves as a mirror to the common struggles of Indian youth as they seek genuine happiness and fulfillment while navigating life's intricacies.

IV. COMPARATIVE ANALYSIS

A. Educational System

Five Point Someone: The novel provides a critical examination of the Indian education system, particularly through the lens of the prestigious Indian Institute of Technology (IIT). It sheds light on the rigidity, competitiveness, and pressures faced by students.

One Night @ the Call Center: While not primarily focused on education, this novel addresses the challenges of the middle-class workforce in the evolving business process outsourcing (BPO) industry. It reflects the changing dynamics in career choices and job satisfaction.

B. Job and Career

Five Point Someone: The characters grapple with the pressure to excel academically and secure lucrative job opportunities. The book highlights the significance of education in securing a stable future.

One Night @ the Call Center: The story revolves around employees in a call center, offering insights into job dissatisfaction, professional ethics, and the impact of globalization on job prospects. It portrays how career choices are evolving.

C. Relationships

Five Point Someone: The novel explores personal relationships among friends and with their families. It portrays intergenerational differences, parental expectations, and the difficulties of balancing friendships with academic demands.

One Night @ the Call Center: This book delves into the personal and professional relationships of a group of friends who work together at a call center. It touches on relationships with colleagues, romantic partners, and family members.

D. Lifestyle and Culture

Five Point Someone: The story offers glimpses of college life and traditional Indian cultural elements, such as arranged marriages and societal norms.

One Night @ the Call Center: This novel depicts a more urban and modern lifestyle influenced by globalization. It showcases elements of Western culture and consumerism, reflecting contemporary middle-class aspirations.

E. Social Issues

Five Point Someone: It primarily addresses issues within the academic realm, such as the pressure to conform, the pursuit of personal passions, and questioning societal norms related to education.

One Night @ the Call Center: The novel has a broader scope and addresses issues related to employment, professional ethics, and the impact of globalization on the middle-class segment of society.

F. Tone and Style

Five Point Someone: It combines humor, introspection, and emotional depth, using a light-hearted and relatable tone.

One Night @ the Call Center: It employs a more serious tone, dealing with complex professional and personal issues, and using the backdrop of a single night to create tension and reflection.

In summary, *Five Point Someone* and *One Night @ the Call Center* both provide valuable insights into contemporary Indian society, but they focus on different aspects of life and use distinct settings and narratives to address various social issues. *Five Point Someone* primarily centers on the education system and personal relationships, while *One Night @ the Call Center* extends its scope to address job-related issues and the impact of globalization on the middle class.

V. CONCLUSION

In conclusion, Chetan Bhagat's *Five Point Someone* and *One Night @ the Call Center* provide a valuable comparative analysis of the portrayal of Indian contemporary society, each from a distinct perspective. While both novels present insights into the challenges faced by urban middle-class Indians, they do so in different contexts.

Five Point Someone primarily explores the Indian education system, emphasizing the pressure on students to conform to societal expectations and excel academically. It delves into the impact of this educational system on the mental health, relationships, and aspirations of its characters. Bhagat uses humor and a conversational style to shed light on the absurdities and challenges faced by students within this system. *One Night @ the Call Center*, on the other hand, shifts its focus to the professional sphere, particularly the rapidly growing BPO industry. It delves deeply into the professional lives of its characters, highlighting job dissatisfaction, unethical work practices, and the ethical dilemmas that employees face. The novel also emphasizes the influence of globalization, modernization, and Westernization on urban middle-class life. It portrays a wide range of challenges faced by its characters, from familial expectations and societal pressures to ethical decision-making.

Both novels offer valuable insights into the lives of middle-class Indians in the contemporary urban landscape. *Five Point Someone* centers on the academic world, while *One Night @ the Call Center* examines the challenges of the corporate sector. Together, they present a multifaceted view of the complex realities and societal changes that define Indian contemporary society. Bhagat's ability to connect with readers through relatable characters and engaging narratives makes these novels not only insightful but also accessible to a wide range of readers.

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