



# **Vidhyayana - ISSN 2454-8596**

An International Multidisciplinary Peer-Reviewed E-Journal

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## **Conflict Between Vroom and Esha '*One Night @ The Call Center*'**

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## Abstract:

*'One Night @ The Call Center', 'Five point someone', & 'Three mistakes of my life'* are the books written by **Chetan Bhagat**. He graduated from IIT Delhi in 1995 & completed his MBA from IIMA in 1997. Afterwards he did job in a prominent US investment bank in Hong Kong. Spending eleven years in Hong Kong, the author relocated to Mumbai, India in 2008, where he works as an investment banker. Along with books, he has keen interest in screenplays and spirituality. *One Night @ the Call Center* by Chetan Bhagat is well-constructed book with great characters and captivating plot. *'One Night @ The Call Center'* is story about six people working in a call center named connections. Its story set of in one night only. It consists of lots of drama and many horrible things happening to each and every characters. Chetan Bhagat has touched a nerve of young generation of India. The drama takes a dramatic and decisive turn when they get call from God. The leading characters are Shayam Mehra, Priyanka Varun Malhotra (Vroom), Esha Singh, Radikha, Military Uncle. Here the focus is on the two characters (Vroom and Esha) and their relationship.

## **Vroom:**

Vroom's original name is Varun Malhotra. He is popular with the former due to his fascination for high speed and cars. This is a mode for him to relax himself from tension also A media person by heart. He stands for what he feels is right and rebels against whatever he finds unethical. His call center alias is Victor Mell. He is being portrayed as confused but patriotic person. Who is dissatisfied with himself. He is very much offended due to fight between his parents. He and his mother live separately from his father. Then also, they keep on fighting and got divorce later. Vroom was very upset due to this and was frustrated. Shayam, his colleague advice him to fell in love which will give him relief from his mental problem. Vroom has strong anti-American feelings. He worked with Shyam on a *Troubleshooting Website* which happen to be a big success but eventually finds out that his boss Bakshi has taken all the credit for it and he plans for revenge after they gets a call from *The God*.

## **Esha:**

Esha's full name is Esha Singh. She is being introduced in the novel as highly attractive girl. It is said her dressing sense is impeccable on that night she had worn a sleeves coffee colored top and perfectly contrast to it was her skirt. She is very conscious about her health, as she wanted to become a great model. This call center job was just for a regular income apart from this she also does some low-key fashion show. She is



waiting for an excellent opportunity to knock the door of her career. However, for being a great model her own height is a hindrance. She is too short to become a great model. She is undergoing a mental pain, as she had gone against her own ethics, just to achieve her goal to get a break as model in high profile fashion show.

### **Their (Vroom & Esha) relationship in the Novel**

Connexison call center, answers the American customers. Both Vroom and Esha worked for this call center and in the same shift. It was almost one year they are working together. Through out the novel we see that Esha is every time full of excitements where as Vroom seems disappointed from all side from his family and from his job. We see Esha getting excited when Priyanka says that she might be getting married next month. She says in lightened mood,

***“What will I wear?”***

***“This is too short notice.”***

***“I need a new dress for every ceremony”***

To these statements, Vroom replied with a hint of in mockery in his voice, which shows a common human tendency to mock on other people; there is where we find the day-to-day life experience,

***“Get your designer friends to lend you few dresses.”***

Which really disappointed Esha, tears came out of her eyes which she wiped without letting other to know. Esha in her past, to get chance a modeling assignment she had slept with an agent but he betrayed her just by saying that she is too short to become a model and in compensation she was given some money. This incident had really left back a negative impact on her mind. She feel awful guilt. The misdeed of her past had overlapped the pain which she had on her leg. For the same reason she hates herself and to punish by scraping the skin around the wound with the cutter. Another human factor is fear, she had a fear that Vroom would ditch her after he comes to know about her misdeed, and so she disapproves the proposal of Vroom by saying that she need to concentrate on her career.



Later as the story develops, Vroom came to know the truth of Esha, he once asked Shyam why her sad. But Shyam ignored him. This was incident took place when Anuj, Radhika's husband was unmasked by Vroom as RJ. At the same moment, he saw Esha in a very melancholy mood. He was much eager to know the reason behind it and thus he followed the girls to wash room, and veil was removed from the truth. He was very disappointed and angry and says,

***“No wonder she won't go out with me. She needs to romp her way to the ramp doesn't she? Bitch.”***

As per human psychology, human had many expectations form their surrounding and when it fails, they get frustrated and same happen with Vroom in the novel. Here we see that the girl for whom he has feeling also ditches Vroom who was disappointed from his family and job now.

In the novel further as we notice that the Connexions Call Center was running in loss. Mr.Bakshi the manager have called all of them for a meeting to discuss on the same, he address as,

***“Team, I have called you today to tell you about a few changes that may happen at Connexions.We need right size people.”***

Rescission is the burning problems of the corporate world now. Which Bhagat had tried to project through this novel and the effect is seen in the characters behavior and their relations. In the novel, Connexion Call Center is infected by the worm of rescission. The management had decided for a layoff. This news had shaken all of them. Vroom was much annoyed and asked, “So, people are getting fired. In reply Mr. Boss said, “We never want to fire people” Vroom says there are other ways to solve this problem than layoffs. Mr. Bakshi said that they have gone through all credible and viable alternatives. Cost cutting is the only alternative. Vroom gave the idea of to create sales force and to talk to customers and other, but Mr. Bakshi was not convinced and sticked to his decision and said ***“Such is corporate life my friend.”*** He further adds that he would be leaving to Boston very soon. The socio-economic order known as Capitalism had its origin in Europe in the 18th century and subsequently spread through out the world. It never remained static. The basic Marxist concept is still very much relevant. It is also certain that they will come to know that they are not paid their due. In other words they will become aware of the exploitation they are subjected to very soon. And there will be revolt No one can predict how occur. In the novel the revolt is seen by the reaction of Vroom, he jabbed his pen hard on the monitor. This made a nine-inch wide, spider web pattern on the Vroom's monitors. He further threw a pen that broke into two pieces. The effect revolt is also seen in the



relations. Seeing Vroom's behavior, Esha came to him and put her hands on his shoulder and asked. *“Are you okay?”* In return Vroom reacted in anger and said, *“Don't you dare touch me, you slut.”* *Nohting. Just leaves me alone, all right. Go pray for your jobs or whatever. Bloody bitch on her way to becoming a hooker.”*

Everyone was stunned on his behavior. Priyanka asked Esha what was wrong with him. Esha, who was unknown to the reality thought he reacted as she had disapproved his proposal again. On this, Vroom was provoked and shouted in his top voice,

*“Oh really? You think this is about the proposal? Like I do not know about your escapades. You thought I would not find out? I wish I had known before I proposed to a certified slut who' will bang for bucks. I fell sick.”*

Definitely, the outer world will affect our personal life that what we had seen here. The fear of losing the job had effect the relations. Esha was taken aback, her eyes filled with tears and stared shuddering. At last that happened for what she feared. The whole atmosphere of the call center was dried out by all problems that each character faced.

Vroom apologizes for what he said. He said he was hooked by the salary and when the news of layoff was announced he was bewildered and loss his control. He says everyone fucked him. Everyone at the center was much fed up other situations and they all needed a break. In addition, decided to go for a drive.

Throughout the novel we had seen both the characters have conflicts between them. However, the interesting part is towards the end of the novel it the Esha who helps everyone especially Vroom to take revenge from Mr.Bakshi. Here human psychology is proved that in the difficult times it is human that help the other human. That is called humanity. For a single aim to save the call center and all jobs they come up with the most outrageous and operation and for that they unite and at last win.

### **Conflict between the Characters; Shyam & Priyanka**

In the world of fiction the name Chetan Bhagat is not unknown. Bhagat has written three books, *Five Point Someone, One Night @ the Call Center & Three Mistakes of My Life*, which has brought him the honor of youth's writer. All the three novels revolve around the issues of youth and recent problems of the world like; college life of the students, condition of people working in private firms, passion for game like cricket,



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business and the most discussed subject; politics. Bhagat has tried to serve all the demanded provisions in his books.

*One Night @ the Call Center* is a tale of six people working in a call center called Connexions in Gurgaon near Delhi. The characters are Shyam, Priyanka, Varun, Esha, Radhika and a Military Uncle. It's a story of their pain, sorrows, ambitions, love life, personal trauma and the happiness they share together.

*One Night @ the Call Center* is a story narrated by Shyam, it can be said that he is the protagonist or the hero of this novel. The story is offered from his mouth. His full name is Shyam Mehra and call center name is Sam Marcy. He is a confused person, what to do and what not to achieve desired life, he doesn't know; responsible is his messed up love life. Shyam is in love with Priyanka, both were moving around but circumstances and their too much expectation separate them.

Priyanka is a heroine & ex-girlfriend of Shyam in the novel. Though Shyam and Priyanka had broken up their relationship a long time ago, her feelings for Shyam still linger. Her mother wants her to marry an NRI and she finally agrees. But at last circumstances changes and bring them together.

The novel is written in flashback method. The narrator explains the past incidents. Shyam and Priyanka are working in the same call center, timings and place are same, even the qualis they share to reach their destination is also same. Few monts ago with the mutual understanding they declare their break ups. Now they are not together but the job make them tied with each other. The author has very well presented their conflict in the novel, not only the cute one but also the aggressive one.

The incredibly burning issue of love is integrated through the character of Shyam and Priyanka in this novel by keeping in mind the necessity of the young reader. The feeling of youth is well expressed here. Each and every couple faces certain problems; those are presented here through the characters.

Love is the essence of every relationship, but at the same time conflicts or dispute makes the relation more strong. Same thing is presented in this novel through Priyanka and Shyam. Bhagat has divided the novel in two plots; one presents the main story and the other about Shyam's dates with Priyanka, which adds more beauty in the story. As it has been seen usually ladies come late all the time on their dates; Priyanka every time came late, and that become the reason of their cute as well as aggressive conflict or arguments. Here is some examples from the novel which proves it. During one date Shyam reached on time and wandered over



the place many times. Finally Priyanka came. Many thought passed away in Shyam's mind and thought what to say, "She came thirty minutes late" (One Night...46). Finally Priyanka speaks to break silence, "Okay. Don't say anything. Sorry, I'm late, I know, I know."(46) Like this meeting she always comes late and that makes Shyam angry, but finally Priyanka make him content again with her love and wit.

Priyanka like other girls is very careful about her physical look and figure. She always ordered things which did not affect her body, and still ate very less. This also makes them argue, but sweet one,

She put micro-portion of food on her plate.

Eat properly; I said. Stop dieting all the time like Esha.

I am not that much hungry; she said,

even as I forcefully gave her human portion of food. (86)

Thus these cute arguments bring Shyam and Priyanka more close to each other, as it's a sign of their love and care for each other. During their dates another issue is about Priyanka's mother's involvement in all the things she did. Her mother knew about her relation with Shyam, and she didn't like this. Every time when Priyanka came to meet Shyam, she has a new thing to argue because of her mother. Her mother harassed her at home and all came out with Shyam. So date didn't remain a date and became a battle for both.

I'm a loser according to your mom, isn't it? I said.

That is not what I said; why do you get so defensive? Anyway, if Bakshi doesn't promote you, you can look for another job.

I'm tired of job hunting. There is nothing good out there. (109)

Shyam was working so hard for his company, but his boss only sucked him. His boss gave him promises only to make him team leader. He was given extra tasks and in return he got nothing. This made Priyanka crazy. She was aware of everything about Shyam's life and of course because she loved him, she every time tried to encourage him in one or the other way, but it received only negative results, as Shyam took it in other way or Priyanka failed to make him understand her point.





Why can't you just firm with him? Priyanka said.

Like how? How can you be firm with your own boss? I said, my voice loud and irritation. (102)

This clash slowly and gradually brought a gap between them. Priyanka wanted some changes in her's and also in Shyam's life, even Shyam desired the same things but circumstances didn't allow both to get the goal in their love life. Real clash take place in their later meetings. Like other dates Priyanka came with an issue about her marriage as her mother wanted her to marry a settled person. Both argued and cried a lot at home that day. When she came to Shyam she was totally upset. Shyam tries to calm her,

Calm down, Priyanka. What does she want? And tell me honestly, what do you want? I said.

I don't know, she told the tablecloth.

What the hell? I thought. All I get for four years of togetherness is an 'I don't know'?

You want to dump me, don't you? I am just not good enough for your family.

I want someone doing well in his career as well.

So your mother is not the only cause for the strain in our relationship. It is you as well. (144)

Thus gap increased between them and finally they reached to the path where they had to take decision of break up. They met for the last time to declare their break up. This time Priyanka came on time. This was their last meeting and they have purpose too. Shyam loved her deeply and he didn't want this break up, but Priyanka has decided to do so. So Shyam keep mum. But his frustration can be seen in his dialogues and his behavior.

I am not good at this break-up stuff, so let's not drag this out; I said.

Well I just thought we could do it in a pleasant manner. We can still be friends, right? She said.

I don't think so. Both of us have enough friends. (178)

In return Priyanka realized him that both were working in same place and if they didn't behave in pleasant way, it would affect to their work and others as well. Frustrated Shyam says for this; "So what do you suggest? I have broken up already, now should I resign as well?"(179) Priyanka explains it's just a matter of





few months, after that she will give up her job and start her B.Ed. Shyam didn't agree on this as he still loved her like anything and it was impossible for him to be a friend then a boyfriend. Shyam's words hurt Priyanka so much that she couldn't speak out even a single word. But when Shyam forces her to say something she finally spoke her last date's word and left the place, "Shyam; she said, you know how you always say you are not good at anything? I don't think that's true. You are damn good at hurting people. Keep it up."(179) And they left each other.

Even though they are detached, both had interest in each other's life. After break up, Shyam makes friendship with Shefali. Priyanka knows about it and taunt him in right condition. While coming to call center, Priyanka ask everybody for a tea break. Shyam wanted to meet Shefali, so he denied the offer, but she made everyone agree for that, "We won't get late; Priyanka said and got out of the Qualis. She just has to do things I don't want to do" (29)

Even Shyam too, don't miss any chance to chase Priyanka. After their formal break up, she gets ready to marry one NRI. As the flow of calls was slow one night, Priyanka asked others to attend call of his would be husband on land line, Shyam agreed. But a deep voice came out from his heart to tap the call and listen their conversation, "Tape the phone; the voice kept banging in my head. I hated myself for it. I wondered when Priyanka would step away from the desk."(112) and he taped the wire to listen the conversation. The phone rang, Priyanka pick up the phone and talked for a long time. When she ended the call, other girls asked her about the talk. She told them they were talking about honeymoon place; he was asking about where she would prefer to go for it. Between the talk of girls Vroom unconsciously asked Shyam about the same and he replied, "Sure, might as well get it done. Then go to Paris or Bahamas or whatever."(172) This brings stress as only Priyanka and her would be husband knew about Bahamas' talk, no other had listened about it. Priyanka came to know that for sure Shyam had played a trick to listen to their talk,

What did you just say Shyam? Priyanka said slowly, looking straight at me,

Nothing, I said, avoiding eye contact.

Were you listening to my conversation? Shyam have you played around with the phone? Priyanka said and got up. (173)

Finally Priyanka found out Shyam's phone trick. She got angry like anything on him. She forget even they



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are in office and employees right then. She just wanted to say whatever came to her tongue.

Shyam, Priyanka screamed at the top of her voice and banged the landline instrument on the table.

Yes, I said as calmly as possible.

What is going on here? I cannot believe you could sink so low. This is the height of indecency; she said.

(173)

She forgot once they were in good terms with each other and he was her boyfriend. She just spoke out in as possible worst words as possible. Her anger was on top of the world. Nothing was there which could calm her anger. She was just speaking and crying. But at one level Shyam lose his temper and argued with her,

She said and turned to me, how could you tap into my personal calls? I can complain about this and get you fired.

Then do it, I said. What are you waiting for? Get me fired. Do whatever. (174)

At last only their eyes remain speaking, “our eyes met. Even though we were silent, our eyes communicated. My eyes said to her: Why are you humiliating me? Her eyes said to me: Why are you doing this Shyam?”(174)

Thus throughout the novel the author has presented common problems of common people, who love each other, argue with each other, get separated and reunited again. Through the character of Shyam and Priyanka, the author wants to bring forth the life of young generation.



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