



# 61st ANNUAL REPORT

2015-2016



## Family Service Centre

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## **VISION**

*Empowering the family, the core unit of society, by creating an enabling and supportive environment, providing counseling and developing positive human values.*

## **MISSION**

*To be leaders in sustainable and replicable best practice model of alternate care in India, with interface between various stake holders.*

## **THE MANAGING COMMITTEE**

<b>His Eminence Cardinal Oswald Gracias</b> <i>President</i>	<b>Dr. (Ms.) Geeta Balakrishnan</b> <i>Member</i>	<b>Fr. Michael Goveas</b> <i>Member</i>
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		<b>Ms. Nirmala Fernandes</b> <i>Director</i>

## **THE FAMILY SERVICE CENTRE TEAM**

### **Director**

Ms. Nigama Mascarenhas (retired, 30<sup>th</sup> September 2015)  
Ms. Nirmala Fernandes (joined, 1<sup>st</sup> October 2015)

### **Deputy Director**

Ms. Annie Shajan (left, 12<sup>th</sup> August 2015)

### **Programme Officers**

Ms. Sheetal Rebello	Ms. Indira Ullas	Ms. Vanita Salunke
Ms. Anupriya Shah	Ms. Avanti More	Ms. Priyanka Vaidya
Ms. Ruchika Ballal	Ms. Hema Garea	Mr. Sandesh Lalge (left, 28 <sup>th</sup> September 2015)

## **SUPPORT STAFF**

### **Para Professionals**

Ms. Triza Fernandes  
Ms. Pradnya Chawle  
Ms. Prema Gabru

### **Health Workers**

Ms. Meera Jadhav  
Ms. Vandana Bhosale  
Ms. Ahmadi Shaikh

### **Balwadi / Study Class**

Ms. Savitri Kamble  
Ms. Ruma Gupta  
Ms. Flevina Gonsalves

### **Administrative Staff**

**Accounts Assistant**  
Ms. Sujata Manerkar

**Office Attendant**  
Mr. Ravishankar Varne

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## CHAIRPERSON'S MESSAGE

Dear friends,

Last year this time we were in a jubilant mood preparing to celebrate the Diamond Jubilee of Family Service Centre. It was a great occasion for all of us to come together and acknowledge the services Family Service Centre (FSC) has contributed to the society during the past sixty years.

This celebration has enthused FSC to explore areas where its services are required even more urgently. FSC has now entered into several new padas in Uttan where people are eagerly waiting for the intervention of Family Service Centre. With the collaboration of the local people and the parish, FSC is establishing its roots in Uttan.

Meanwhile, there is increasing demand for FSC's services in the city of Mumbai. The in roads made by FSC in the neighbouring urban slum communities in Colaba is a challenge to help people to participate in their own socio-economic development. The Director, staff and students from Social Work Institutions make all efforts to reach out to the marginalized and bring them to mainstream society.

FSC needs more and more people who will be generous with their time and resources to support all the activities of the Centre. We invite the citizens to be part of FSC by becoming active members so that together we can achieve the liberation of people around.

We sincerely appeal to interested individuals, corporate sectors and socially motivated groups to partner with FSC to provide social opportunities to strengthen family and community based services.

**Ms. Gracie Joseph**



## REFLECTIONS FROM THE DIRECTOR'S DESK

My experience with Family Service Centre dates back to the late 80's when I joined shortly after completing my MSW from the College of Social Work, Nirmala Niketan, Mumbai. The non institutional nature of services offered interested me a great deal and I looked forward to working in the different programmes. Indeed, it was a very enriching experience for close to a decade; work was often hectic with the scheduled plan of the day often having to be shelved for a new emergency that required immediate attention.

Working under the guidance of the then Director, now late Dr. Mabel Fonseca, was a very positive experience. She encouraged us to work as a team, be 'a family' at Family Service Centre. Our individual and professional growth was enhanced as she allowed for a lot of independence in our work, provided we kept within the framework and rules of the agency, and of course completed our tasks at hand. My work later came to be largely associated in the field of adoption, being designated as Coordinator for this programme. Working with families during the different stages of the adoption process, sharing their joy on seeing their child and later visiting them as a family proved to be a very fulfilling experience.

It feels good to be back at Family Service Centre, after all these years! A lot has changed since then. The work has expanded to include community outreach in the nearby slums of Colaba and Cuffe Parade. With it a lot of new services are now offered, namely; Balwadi and Balmandal for children, Pre and Post Natal Care and Self Help Group's for Women and Family Health Care including the TB project, and the extension project in the distant suburbs of Uttan. All this made possible by the FSC team led by the Director, Ms. Nigama Mascarenhas, now retired and of course the backing of a very supportive Managing Committee.

A very challenging task lies ahead, to continue the good work of Family Service Centre and enhance its further growth in the field. Family Service Centre has recently completed 60 years since its inception and has indeed contributed a great deal to the profession and to society, over the years. I do look forward to once again continuing my association with the organization and being part of its way ahead.

**Ms. Nirmala Fernandes**



## ADOPTION

Adoption continues to be a beautiful way of building families. Indeed it is very encouraging to meet with parents post adoption. With expressions of joy and happiness they often wonder why they waited so long to take this step. For those faced with infertility issues, years spent on intensive treatment which often proved to be a drain physically, emotionally and financially.

An important change in the adoption process was the implementation of the CARA guidelines, 2015, by the Ministry of Women and Child Development, New Delhi. One of the major changes brought about with these guidelines is the online selection of children by Prospective Adoptive Parents (PAPs), through the CARA Portal, CARINGS. This aspect brought about mixed reactions in PAPs and placement agencies. The Federation of Adoption Agencies, Maharashtra, has filed litigation

against CARA in the High Court of Mumbai, on some issue including bringing about changes in the matching process as it has taken away the personalized touch in the adoption process.

### PROGRAMMES :

- During the course of the year, we arranged for pre adoption counseling sessions for our prospective adoptive parents, a requirement by CARA at the time of preparing the Home Study Report.
- Our Annual Adoptive Parents meet was held on 13th December 2015 which was well attended. While the children were kept occupied with different craft and game activities, parents were shown our FSC film on Parenting 'Parvaish ek Andaz' which was followed by an interesting discussion on related issues. Fun activities for both parents and children were then held which included a fancy dress competition and the meeting concluded with lunch.



### FOSTER FAMILIES :

It has been encouraging to have 5 new foster mothers join our adoptive foster care programme, namely Dr. Rekha Ambegaonkar, Ms. Shalini Gupta, Ms. Gitanjali Rohokale, Ms. Varsha Patel Kewalramani and Ms. Sangita Gala. We thank Ms. Anisha Johri, our Committee Member and a foster mother herself, for motivating two of her friends to become foster mothers to our babies awaiting adoption.

### ROOTS SEARCH:

A wish to have some information about their birth parents, the circumstances surrounding their birth and to have some closure with respect to the numerous queries about their adoption is what prompts some of the older adoptees to come to the agency in search of their roots. While extremely rare, we are glad to have had a positive outcome in our search for a birth mother after a period of over 40 years. It was a very emotional experience for both the adoptee and the birth mother with contact maintained through the agency.

The experience helped the adoptee share a lot of her feelings about her adoption and to clear some doubts. These are well expressed in the following excerpts from some of her letters.

#### **To Her Birth Mother .....**

*"Thank you for giving me the gift of life. Ever since I found out I was adopted, my heart has always been full of love for you. I spent 9 months growing right under your heart, and I believe your love must have poured into my tiny heart to help me be the woman I am today. I hope you can understand my need to reach out to you. To tell you that I am okay and that I hope you are okay too...." I would like to know what life has been for you since we parted".*

*....."I hope you found peace regarding my birth so long ago. And if in some way you did not find total peace with it, I pray that maybe I am able to bring you a small amount of peace now with this letter".*

#### **After receiving information about her birth mother.....**

*"Wow! What a miraculous outcome after nearly 40 years! My heart is filled with happiness knowing who my birth mother is! She's beautiful! Also her letter is very touching. It answers all the things I wondered about her and questions that went through my head for so many years. Every day I asked myself "I wonder who and where my mother is"? I never thought any of this would happen! During this process of writing back and forth to you, though I remained positive, I never got my hopes up. I thought you may not find her or if you all do find her, then she would say she didn't want to know anything and that would be the end of this. You see all these years I told myself that my birth mother forgot about me and didn't care to know anything about me. But I was so relieved I was wrong and that I was loved after all! You can't imagine how this is going to have a positive effect on me!"*

# BAL SANGOPAN YOJANA, GOVERNMENT FOSTER CARE PROGRAMME

Families in difficult circumstances continue to be assisted under the Bal Sangopan Yojana, BSY, a State Government Foster Care Programme which FSC has been implementing since 1994. For approval, applications have to be submitted to the Child Welfare Committee who following assessment, a 'Dakhal Adesh' is obtained from the District Women and Child Development Office for a period of one year to be periodically renewed. In the current year, 59 families benefited from the scheme.

The problems faced by them were varied as under:

- ∞ Single parent families
- ∞ Parent suffering from TB
- ∞ Parents with HIV
- ∞ Differently abled parents
- ∞ Physically and mentally challenged children
- ∞ Orphans being cared for by relatives
- ∞ Children living with parents suffering from cancer

Periodic home visits are conducted by the social worker for counseling, providing inputs and assessment of the cases. As some the families are in dire need of adequate nutrition, especially those parents afflicted with HIV and TB, we provide them with nutrition supplements such as soya protein, food grains and pulses. We are extremely grateful to our regular donors, Ms. Farhat Jasani and Ms. Shehnaz Petiwala who unfailingly provide this monthly ration in kind for these families.



## EDUCATIONAL SPONSORSHIP

The Educational Sponsorship Programme one of the earliest intervention of FSC, aims to bring about a metamorphic change in the child, family and finally, in the community. Children live in communities with little access to basic amenities such as water, sanitation, food and safe and adequate housing. The sponsorship programme creates an opportunity for the children to access not only primary but also higher and secondary education. Their health is also monitored through health camps and the project field worker is constantly in touch with the families and able to intervene in case of problems. Home and school visits monitor the child's progress in terms of academic performance and social behaviors. Counseling and Child Right's awareness help to improve parental care and follow up towards the child's academic performance and social participation.

- ∞ We reached out to 548 children and their families during the year. Eighty three children appeared for the Std. X and XII Board exams and 86% were successful.
- ∞ **Meetings:** Fifty six meetings for parents and children were held. During these meetings emphasis was laid on various topics like roles and responsibilities, savings, women's issues, respect and neglect, role of women in the family, road safety, preservation of environment, child rights, home remedies for health problems, effects of labeling children and study patterns to be followed at home.



## Programmes held during the year:

Throughout the year many programmes were held with the children and their families some as outlined below:

**Women's Day :** To give the mothers of the students an opportunity to discuss issues faced in their daily life and understand them, a signature campaign was undertaken with the women pledging changes to be initiated in their personal lives. They were then served lunch kindly sponsored by the YMCA, Colaba and later treated to a movie 'Jai Gangajal', a film on women's empowerment.

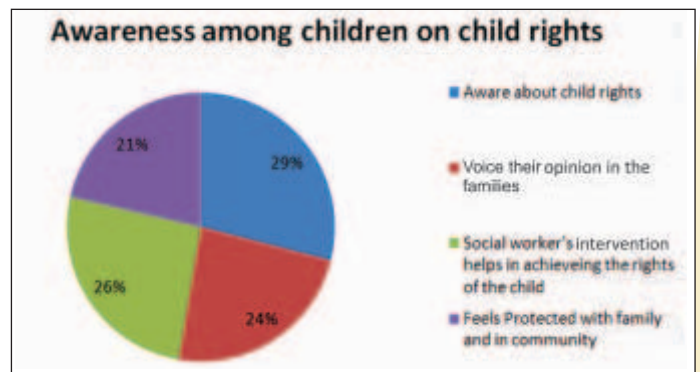
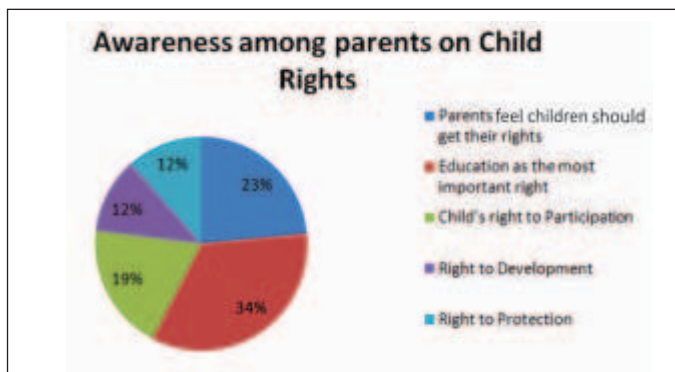
**Wonderful Fun Fair :** This was a great success. The fair aimed to provide an opportunity for the children to enjoy their childhood which is lost somewhere in the daily grind for existence. This fair also gave an opportunity to the SHG women to put up food stalls and showcase their culinary talent.

**Navy Day :** The sponsored children had the opportunity to visit INS SHIKRA, a naval air base and see the air show as part of the initiative taken by the Indian Navy for children from underprivileged backgrounds.

**60<sup>th</sup> year celebration of FSC :** 130 children and parents participated in the musical Dance Drama organized for this celebration. They rehearsed continuously for two months after school and worked to make this event a grand success.



To understand the level of child rights among parents and children, we conducted a child assessment study and the graph below depicts the awareness among the beneficiaries.



## Some of our activities in progress:

The success of our programmes has to a large extent been possible through the support of our well wishers who have contributed either by conducting some of the activities or sponsoring snacks or providing lunch to the participants. For this we are grateful in particular to the team at Smilz, Rotaract Club of H.R. College, Ms. Salomi Ghiya, Mr. Ajay Narang and of course the Holy Name High School and The YMCA, Colaba for allowing us the use of their premises for various events.



## SKILLS TRAINING :

With a view to rehabilitate the family as a whole, we are presently emphasizing on Skills Training and Job Placement. In the Colaba and Cuffe Parade communities there is a marked increase in unemployment observed among the families due to the non availability of adequate work in their traditional occupation as docks workers. Hence a focus on alternative opportunities for gainful employment through counseling, referrals for skills training and consequent job opportunities. Students who have cleared their SSC, HSC or graduation or alternatively, those who have discontinued their education for various reasons are being counseled and referred for training in various fields such as hotel in-house service, computers, typing, tailoring, English speaking and personality development. This has been possible through networking with Taj Hotel, Kotak Mahindra, YMCA and Aarav Charitable Trust.

## PROGRAMMES:

Career Guidance Camp

Capacity Building Camp

Family Day

Girl Child Day

Sports Day

Summer And Winter Camp





## SUCCESS STORIES:

*The following are success stories of students assisted under this programme :*

Mabuni is a 15 year old girl studying in Janabai and Madhaorao Rokade Municipal Secondary School. She stays along with her mother and 'special needs' sister, who is mentally and physically challenged . Mabuni's mother worked as an office cleaner and Mubani helped her with household work and also in looking after her sister. This year, she did not attend school for 2 months as her mother underwent surgery. Being unable to work, Mabuni instead attended to her mother's work so as to continue to earn the income and retain her mother's job. After intensive counseling on the importance of continuing with her education, Mabuni has now resumed school and her mother is slowly and gradually taking charge of her work.



Anandi referred by the Chirag Project of Nirmala Niketan, College of Social Work has been with the sponsorship program since 2008. Her family was faced with a crisis as both her parents were affected by HIV. Over the years, all family members were given counseling specifically related to HIV, inputs on health and nutrition, the importance of regular medication and a need for a positive approach towards life. Following this, the family has made efforts to positively use the inputs given and bring about a change in their condition. Periodic monitoring has shown that the parents CD 4 counts have been gradually increasing and they have also gained weight. FSC also provides them with ration and protein supplements. Anandi has great potential, so she was constantly counseled on improving her academic performance and focusing on her career. With her dedication and hard work, she has successfully secured 81.80% in Std. X and is presently studying in Std. XI in the commerce stream. She has been motivated to improve her English language and periodically, borrows books from our FSC library. There is now a vast improvement in her English vocabulary and reading skills. Her wish is to become a Bank Manager in future and help in improving the financial condition of her family.



Shrutika was enrolled into the sponsorship program in 2007 as she came from a needy family. Her father worked in the nearby docks while her mother was a homemaker. Over the years, her mother was counseled and motivated to start working and help the family financially. Since the last 4 years she began working as a domestic maid and contributed to the day to day household expenses. She was also motivated to join the Self Help Group of Women, a project of FSC. Following this, there has been a marked positive change observed in her personality. She has learned to manage finances, express her opinion on community issues, develop leadership qualities and gain self confidence. The family was progressing well. Unfortunately, last year, both kidneys of Shrutika failed. Her mother offered to donate one of her kidneys and the transplant was done at Bombay Hospital. The operations were successful and currently Shrutika and her mother are under medical supervision and gradually coping with their health condition. Shrutika is a very creative person, hence to keep her occupied, FSC encouraged her to prepare greeting cards for our sponsors and well wishers. Her younger brother has also been referred for a 3 months vocational training course to upgrade his skills.



**Note: Deeply grateful to our Sponsors, Ms. Iris and Mr. Max Roemer. Due to their monetary support Shrutika's medical treatment was carried out successfully.**

Rasika has been in our sponsorship program since 2012. She lost both her parents to ill health and her grandparents, uncle and aunt have since taken over her responsibility. Over the years, as she had been through a lot of emotional trauma, she became rather shy with low self esteem. She was hence counseled on building a positive attitude towards life, bonding with other family members, peer influence, gaining self confidence, career guidance, etc. Her grandparents too, owing to their loss, had become extra possessive and protective about Rasika. Due to this she became very dependent on others.



Following intervention, her family members and relatives have realized the importance of giving Rasika space and motivating her to become independent. Rasika too has gained a lot of confidence, she expresses her own views, is happy and keen on building up a career. In Std. X she secured 53% and now in Std. XII she cleared with 70%. She desires to complete the Bachelor in Management studies (BMS) and later pursue a Master's in Business Administration (MBA).

## SCHOOL SOCIAL WORK

Educational Sponsorship is a major programme of Family Service Centre with most of the beneficiaries attending the BMC schools at Colaba and Masjid Bundar. Through networking with the school authorities we have successfully been working with the children in these schools, conducting sessions aimed at self improvement and growth.

### Balmandal :

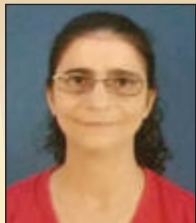
Interactive sessions on various topics were held covering gender equality, verbal abuse, being responsible citizens, 'need and wish', 'jasa me tashi ti' activity, rapport building, drawing activities, encouraging reading of newspaper articles especially related to family issues. The children were encouraged to participate in the 60th year celebrations of FSC. While 30 of them auditioned, 16 were selected. They enthusiastically participated and regularly attended practice. The children improved their dancing skills, some participating for the first time developed self confidence and went on to take part in their interschool competition. The children also participated in the other programs organized by FSC namely; Fun Fair, 'Diwali Dhamaka', Summer and Winter Camps.

### Adolescent Group :

A special time slot was arranged by the school for conducting meetings with girls of Std. IX. In the course of the year, 14 meetings were held. After initial rapport building, sessions were held on different topics related to life such as 'mala samjaleli stree', role of male and female in society, 'badte badte kuch kuch hota he', menstruation cycle, nutrition and health and eve teasing. Feedback received by the school and students showed much appreciation and a need to have the programme on an ongoing basis.

### SHG Group :

Apart from intervention in the school, we have made in roads in the community and have formed SHG groups, involving mothers of the sponsored children.



## THE COUNSELING UNIT

The counseling unit of FSC caters to children in the age group of 7-18+ years. All the cases are referred by the social workers of the organization who do case work initially before referring the case to the therapist. The concerns mainly are academic issues and behavioural problems. Other prominent issues are emotional, mainly to do with relationship problems among the family members, i.e. parents wherein trust is an issue of concern. Medical or mental health illness within the family leading to other distractions are also noticed as due to ill health of the parent/child, he/she

is not able to concentrate on studies or other activities. Adolescent issues of growing up- love and infatuation are also seen as day-to-day stressors in the youth.

Interventions used basic phonetic study patterns for better recall and retention. For the academic issues, learning disability (LD) testing related referral was made as and when required. Play therapy involving art and dramatics - role plays are used. Reality orientation, behaviour modification techniques, ventilation of feelings are some of the other techniques used in counselling. Memory games and paper -pencil activities are also used. Parental counseling and therapy is an integral part of the counseling process. Intervention with the school authorities and the hospitals are also provided whenever essential.

The 'Parenting' counselling sessions are held on a regular basis with prospective parents (PAP- Prospective Adoptive Parents) going in for adoption. The aim being to enable them to understand the importance of becoming a parent irrespective of the adoption.

### Case Studies :

**Rakhi**, aged 9 was referred for counselling around 6 months back due to her mother's mental illness. She suffers from acute schizophrenia whereby the child's schooling was affected. The mother had got her removed from school due to her hallucinations of the child being a victim of sexual abuse. The older sibling too used to get distracted and thereby failed in Std. IX. Lack of sleep, continuous noise in the home environment, no routine or predictability led to the children getting distracted. With medical intervention the mother and child are currently both receptive to counseling and therapy.

**Hitesh**, 18 years old is the eldest of 3 siblings survived by his younger sister and brother who are currently going to school. He is in Std. XII, Arts. He lost his mother a month back due to ailing health. The boy was referred for therapy and counselling in 2011 for obstinate behaviour, and disinterest in studies which was a burden on the single parent, as very often instead of being a help he created problems wherein he got into constant fights at home with her and also with the siblings. Gradually, over individual behaviour modification techniques, parental counselling and also joint sessions to enable the child to build a healthy relationship within the family the boy started taking responsibility for his self. Grieving and bereavement therapy was also done with the family as a crisis based intervention. An interesting element to understand about the case was the resiliency of the boy which has currently enhanced his level of self esteem and confidence.

Consistent awareness sessions on mental health needs to be conducted as part of the community work to enable the target group to avail of the counseling facilities at FSC and also to know of the various mental health concerns both impacting the adults and children.

**Ms. Ferzeen A. Faroodi**

Consultant Psychotherapist and Counsellor

# COMMUNITY INTERVENTION

## FAMILY HEALTH

### INTERVENTION WITH WOMEN

#### Reproductive and Child Health

The community work by Family Service Centre is carried out in the slums of Colaba and Cuffe Parade. The consistent work carried out by the Programme Officers and Community Health Workers has started showing results. Myths associated with HIV-AIDS are getting cleared, people have started approaching the Health Workers for assistance with de addiction from alcohol and tobacco chewing. Through the 348 lane meetings conducted on various health issues, there has been a marked increase in the awareness level of the people, many now visiting hospitals for treatment.

This year the focus of RCH has been to select around 100 families each quarter, conduct an in depth survey vis a vis their family history, level of education, employment details, government schemes availed and then to address their needs based on these findings. It has helped us focus on issues faced by families in a better way and provide need based assistance.

#### Ante Natal/Post Natal Care

The programme raises awareness amongst pregnant and lactating mothers on the importance of nutrition, childcare, breastfeeding and pre and post natal care. 172 women from the community benefited under this program. A unique initiative by FSC of providing ANC/PNC mothers with protein ladoos has shown results as pregnant women are now giving birth to healthier children and there has been a fall in the infant mortality rate. As part of the awareness campaign a documentary was shown to ANC mothers, 'Kahani Nau Mehinoki' and 'Sishu Aahar'.

#### Self Help Groups

SHGs brings together women from similar backgrounds, helping them gain economic independence and providing

them with a support system outside their home. The 7 SHGs run in the Colaba and Cuff Parade communities and monitored by FSC, meet once a fortnight where in apart from collecting money towards a common fund, they discuss their problems and receive inputs on various issues like substance abuse, parenting skills and domestic violence. As part of the 60th year celebrations 11 of these women participated in the Dance Drama, 'Umeed'.

### INTERVENTION WITH CHILDREN

#### Balwadi

This year 48 children enrolled in the Balwadi run by FSC. Children are assessed every quarter and regular parent teacher interactions are held where in topics on child abuse and safety, nutritional food habits, importance of hygiene, preparation of the child for formal school, importance of immunization, etc., are discussed. The emphasis in the Balwadi programme is on informal teaching methods and overall development of the child.

#### Balmandal, Adolescent group and Study Class

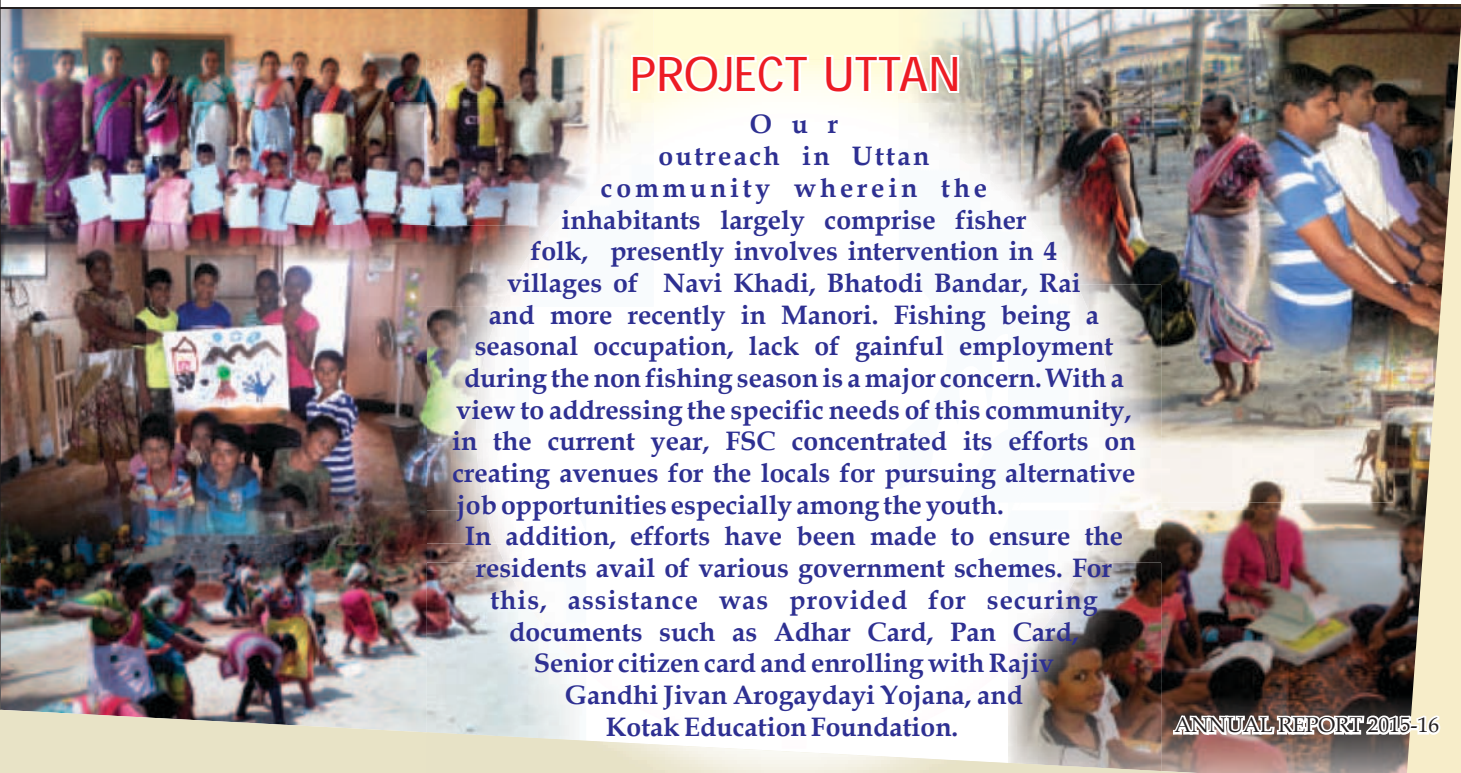
The Balmandal group was very active throughout the year and different activities like HIV-AIDS awareness campaign, perils of substance abuse and significance of child rights helped the group members in becoming aware about issues affecting children and young adults. An Annual Capacity Building Camp with a focus on 'Child Rights' was also a key part of the process. This year, the Rotaract Club of H.R. College helped with organizing and conducting the Christmas party and Manoranjan Mela for the children.

At the study class held in the community, children come together as a group daily and are assisted by a teacher arranged by FSC, for approaching difficulties. Studying together with peers also helps them to share and work out problems with ease. To supplement their nutrition, children are provided with protein based ladoos.

## PROJECT UTTAN

Our outreach in Uttan community wherein the inhabitants largely comprise fisher folk, presently involves intervention in 4 villages of Navi Khadi, Bhatodi Bandar, Rai and more recently in Manori. Fishing being a seasonal occupation, lack of gainful employment during the non fishing season is a major concern. With a view to addressing the specific needs of this community, in the current year, FSC concentrated its efforts on creating avenues for the locals for pursuing alternative job opportunities especially among the youth.

In addition, efforts have been made to ensure the residents avail of various government schemes. For this, assistance was provided for securing documents such as Adhar Card, Pan Card, Senior citizen card and enrolling with Rajiv Gandhi Jivan Arogyadayi Yojana, and Kotak Education Foundation.



## Intervention with Children

### Balwadi

This year 27 children enrolled for the Balwadi. They were provided with nutritious snacks daily. In addition to routine activities, programmes were organized for Raksha Bandhan, Ganpati, Navratri, Christmas, Makar Sankranti, and Diwali. Annual Sports Day and a picnic were organized too. Monthly meetings are held with parents informing them on rules and regulations, child rights, importance of proper nutrition, cleanliness and sanitation, savings, family planning, mental health and preparing their child for school.

### Balmandal

Besides weekly inputs provided by staff on value education and self development, there was active participation by Balmandal children in the activities organized namely;

- ∞ Family Day celebration – the children put up a dance and skit
- ∞ Rally on cleanliness
- ∞ A street play put up by the children with the help of local youth on the ill effects of improper garbage disposal and the need to clean up the coastal area
- ∞ Exposure visit – to RBI for viewing old currency available and how currencies are made. A visit to the Pagoda and a Ganpati Pandal.

FSC also organized a Summer Camp, Winter Camp and Diwali Dhamaka wherein 80 children participated. These were for a duration of 7 days each in which different activities like drawing competition, craft activity, poster making on coastal cleanup, Diya making, 'best out of waste' activity, role play, etc were held.

### School Intervention

As part of our school intervention, we worked with a group of 45 children of Std. VII conducting sessions on value education and self development, at St. Joseph High School, Uttan.

### Family Health:

In the year, 212 lane meetings were conducted in the villages. The various topics covered were health and cleanliness, human rights, child rights,

child protection, verbal and physical abuse, finance management, information on caste certificate, Rajiv Gandhi Jeevan Arogyadai Yojana, Pan card, Adhar Card, Income certificate and TB.

FSC has been coordinating with the local PHC for the treatment of TB patients under the DOTS programme. Some patients are irregular with their medication which is very essential for their total recovery. To ensure their medication is continued, the PHC has arranged for the patients living nearby to collect the same at our FSC centre at Uttan.

The following programmes were organized concerning family health Medical camp – 97 benefited Eye check up camp - 43 benefited Women's Day Celebration-95 participated Family Day Celebration 110 participated.

### Pre-marriage Group

It has been observed that there is a lack of awareness on self and sexuality among young girls and reluctance to discuss related issues with their parents. FSC thus formed a group with these young girls, totaling 23 in number. Every month talks are held on self, body mapping, sexuality, confidence, building a relationship etc. The girls find this very useful and are comfortable enough to share their problems.

### Newly married couples

In Uttan, there is a practice of group marriages held annually and celebrations are done on a large scale. This often results in financial setbacks as loans are taken for hosting the same. This situation exists for other family events too creating a vicious cycle of loans and repayments. FSC has worked with a group of 13 newly married couples, with a view to discussing issues related to marriage and family life.

### ANC/PNC Project

In the year, 19 women have benefited from this project. Weekly meetings are conducted with the women on topics such as; importance of registering with the hospital at the time of pregnancy, likely complications during pregnancy, the importance of breast feeding, small family norms, health and hygiene of child and mother, nutrition, immunization, Hepatitis B, Tuberculosis and HIV.

### Coastal clean up Drive

On 17th September, International Coastal cleanup Day, 130 people participated in the coastal clean up drive. The BMC contributed by providing workers and vans for

removal of the dirt. Balmandal children enacted a street play in the community to create awareness about the ill effects of improper garbage disposal and a need to regularly clean up the coastal area.

### Tailoring Unit

Thirteen girls enrolled for the tailoring course this year. This is for a duration of 6 months and classes are held thrice a week at our centre conducted by Ms. Pramila Darja. Girls are taught the basics in tailoring and on completion of the course most are able to stitch simple baby clothes, frocks, saree blouses and salwar suits.

### Manntan Pada, Manori

This year, the Dnyansadhana School located in Manori requested FSC to begin intervention in Manori village as many of the children living here attend the school. The inhabitants largely comprise tribals spread out in different 'padas' or communities. There are a total of 41 families comprising 103 male and 100 female.

After an initial assessment, work began here since June 2015 starting with Family Health, Balmandal and ANC/PNC programme.

With the help of the Principal Dnyansadhana School, an Adolescent Group, was started in the school. During the year we conducted classes on life skill and value education through various activities and games. The students have responded well.

### TB PROJECT AT COLABA / CUFFE PARADE

Our TB Project in collaboration with the Public Health Centre and with nutritional assistance for patients provided by the Taj Group of Hotels continues to strive towards addressing the illness. In the year we reached out to 256 patients, counselling on medication, nutrition, prevention and rehabilitation of patients forming important aspects of intervention.

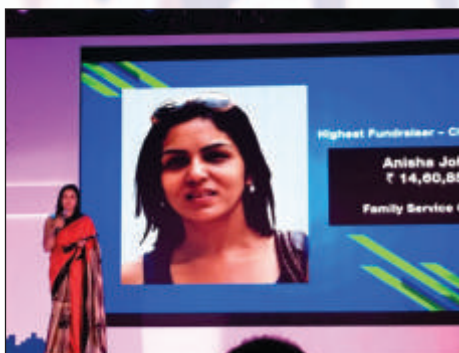
## The Standard Chartered Mumbai Marathon

The Standard Chartered Mumbai Marathon, through its partner, United Way of Mumbai, is an amazing platform which encourages people to come together and donate for a charity of their choice. The SCMM is not only the biggest sporting event in India but amongst the biggest charity events in Asia. It has since its inception in 2004 helped charities raise more than 109 Crores, benefitting over 269 NGOs.

FSC has been closely associated with SCMM as one of our adoptive mother and committee member, Ms. Anisha Johri has been running for us for the last six years. Anisha, an Interior Designer by profession and a mother of two, is actively involved in philanthropic work and what is commendable is the way she has devoted her heart and soul towards the cause which is close to her. This year too she participated in the half Marathon Category of the Mumbai Marathon and chose FSC as the benefiting charity. She was able to raise over Rs.14 lakhs through this platform with the support of many of her friends and well wishers who have been generously donating for FSC through this platform over the years.

She was felicitated at the 'Charity Awards Night' by the Honourable Governor of Maharashtra Shri Vidya Sagar Rao for being the winner in the Change Leader Category (pledge to raise a minimum of Rs 10 lakhs).

Anisha represents the true spirit of SCMM which says that 'Giving has no finish line'.



## FSC TEAM

A true work commitment is essential for the optimal performance of tasks, especially in the field of social work. This can be said of the staff at FSC. Despite daily pressures of work, a lack of adequate space in which to function given the nature of work, they carry on undeterred, keeping up with deadlines, completing the task at hand.

Family Service Centre provides training and conducts workshops to enhance the work skills of the staff in order to facilitate them to work more efficiently. Trainings and workshops are necessary to learn of new developments in the field and to share and learn from each other's experiences. In the year 2015-2016 the following were attended by the Director and Staff of FSC:

- ✓ "Capacity Building in Asset Based Community Development", 8th to 10th June 2015.
- ✓ Federation of Adoption Agencies (FAA) AGM and meeting on Cara Guidelines At Bal Anand, Mumbai, 30th June 2015.
- ✓ "NGO in Social Development: Contemporary Challenges and Strategies", College of Social Work, Nirmala Niketan, 27th August 2015.
- ✓ District Women and Child Development Workshop on "Quality care in Child Care Institutions", 7th September 2015.
- ✓ FAA meeting on CARA guidelines at Pune, 29th October 2015.
- ✓ Alternative Care: Emerging scope and possibilities, TISS in collaboration with SOS villages, Pune, 4th December 2015.



This year saw a change in Directorship with, **Ms. Nigama Mascarenhas** retiring after 18 years of dedicated service. We wish her a happy retired life.

**Ms. Nirmala Fernandes** was appointed as the new Director from October 1, 2015. She has earlier worked with Family Service Centre in the late 80's and into the 90's. We wish her all the best in her new position.

# The 60th Year Celebration



Last year Family Service Centre celebrated sixty years of its inception. The celebrations were planned in a grand way and held at Patkar Hall, SNTU University, on 19th September 2015. The rich and varied experience of FSC was brought out in the form of three publications, a short film on Parenting and a Dance Drama. The highlight of the evening was a dance drama, *"Umeed"* performed by our children and adults from the communities and schools we work with.

The dance drama portrayed the different services offered at Family Service Centre. It was directed by Mr. Ganesh Jadhav and brought to the fore the latent talent in our children. There were two book releases by our Guest of Honour, Mr. Rahul More, Deputy Commissioner, Women and Child Development, Konkan Division, namely, *"Aatmachintan"* written by Mrs. Kalindi Muzumdar, Committee Member, FSC and *"Family Strengthening and Non Institutional Alternative Care Approach to Child Protection"* co-authored by Dr. Nilima Mehta, Committee Member, FSC and Ms.

# Of Family Service Centre



Nigama Mascarenhas Director, FSC, now retired. We also marked this occasion by showcasing a film on Parenting, '*Parvarish ek Andaaz*', directed by Mr. Vishal Inamdar and partly sponsored by Mr. Samir Subberwal. Last but not the least was a special 60th year documentary showcasing the journey of FSC and a glimpse on how it has evolved over the last 6 decades.



The entire team of FSC was instrumental in making this celebration a grand success. The preparation for the programme started months in advance with all staff involved in various tasks to ensure the programme be conducted smoothly. There were many hurdles faced, that of getting an appropriate script for the dance drama, then ensuring that children and adults from the community who had never acted before could give stellar performances; ensuring that invites were sent out well in advance and ensuring preparations at the venue were in order. It was due to the coordination and hard work by our team members at FSC that we could organize such a beautiful and impressive event.



# STUDENTS OF SOCIAL WORK FOR FIELD WORK PLACEMENT

## College of Social Work, Nirmala Niketan

Ms. Kishori Kiro	- BSW-II
Ms. Neha William Gabru	- BSW II
Ms. Kranti D. Khairmode	- BSW III
Ms. Shivani Dekhane	- BSW III

## Tata Institute of Social Sciences (TISS)

Ms. Kritika Choudhary	- MSW I
Ms. Muskan Kohli	- MSW I

Muskan Kohli, TISS, had the following to share on her experience at Family Service Centre.

*"I was placed with the Family Service Centre as a field work intern for the year 2015-16. The first thing I would like to say is that this is probably the best place to learn. Being a Master's student of Social Work with no background in the Social Work profession, it was not at all easy for me to learn and practice this, but they made me learn so much and that too in a very comforting environment that by the end of my field work, I was clearly seeing the difference between where I started as a person and where I am at present in terms of my learnings." FSC tried its best to include me in all the areas it is working in so that I can get to know about the varied areas social work is practiced in. As an intern, I was made to work in the areas of TB, balmandal, balwadi and foster care homes in the first half of the field work and in the second half I was made to initiate a RCH programme by surveying the families in the community of Colaba. I was also given the chance of doing adoption follow up visits".*

*Initially I was really worried while taking the sessions with the balmandal children but then I would thank my field contact person, Ms. Anupriya for being a support every time I went, by encouraging and motivating me that I can do it. She helped me in preparing the sessions as well. The same thing happened while doing any task for the first time.*

*Also, I got very close with the other social workers of the agency and while leaving I felt I was going away from my family because in one year the agency gave me so much love and support that we almost became like a family. I did make mistakes, but instead of making me feel bad and guilty they always made me understand and improve my work. They had this attitude that we all do mistakes for the first time, but not doing them again is the real learning and this attitude really helped me ask questions without any shyness and which in turn enhanced my learning.*

*The agency always made me feel like a member by including me in all their activities, big or small so that I feel connected to the agency. I was a member in their 60<sup>th</sup> Anniversary celebration, Friendship Day celebration and Women's Day celebration. Apart from this, I was a part of the birthday parties and other small celebrations of the agency".*

*"I think that my experience with the family service centre was a life time learning experience and I will cherish these memories forever. Thanks to the Director Ma'am, field contact and the other social workers of the agency for making this year so enriching for me".*

## VISITORS TO FSC

Date	Name
May 2015	Mr. Deepak Sam Verghese - Bangalore
October 2015	Ms. Rita Steinau, Chance of Life, Germany
August 2015	Ms. Murthy-Chairperson, Advocates-Ms. Lodhe and Mr. Vichare, CWC, Mumbai
October 2015	Ms. Caroline Gaillard, Ms. Victoria Kaeshu, Hesso University, Switzerland
November 2015	Mr. Vijay Mavani, U.K.
November 2015	Ms. Linda Spoori, Hesso University, Switzerland
December 2015	CIF Exchange Programme, Social Workers from Estonia and Czech Republic
December 2015	Ms. Jane Lee, Ms. Laura Chapeau, U.S.A.; Ms. Elizabeth Abraham (CHSM)
December 2015	Mr. Hilesh and Ms. Mayuri Ganatra, Canada
February 2016	Ms. Julian Vomsattel, Switzerland
March 2016	Ms. Rachna Bajaj and Ms. Suman Saini, Mumbai
March 2016	Mr. William Fallis, George Brown College, Canada
March 2016	Ms. Sarita Patel, Germany
March 2016	Senior Students, Certificate Course in Social Work, Nirmala Niketan, Mumbai





## EXPRESSION OF GRATITUDE

We at FSC take this opportunity to express our deep gratitude to all our Donors, Sponsors and well wishers for their invaluable support to help us carry our work forward.

### DONORS

#### Up to Rs.5,000.00

Shri R.O.Somani Charitable Trust	Mr. Rajneesh Rallan
Ms. Shranaya Gupta	Mr. G. Raghav Prasad
Gharda Chemical Ltd.	Ms. Varsha Kevalram
Ms. Geetanjali Rohokale	Ms. Geeta Khemani
Esskay Steel Corporation	Mr. Hilesh Ganatra
Sanjay Co-Op Credit Society	Pranav Steel Corporation
Ms. Kimisha Jain	Ms. Isha Bose
Ms. Nitin Mehta	Ms. Anne Mable Swamy

#### Rs.5,001 to Rs.10,000.00

Mr. Kiran Nair	Ms. Purnima Mirchandani
Ms. Pushpa Jhagini	Mr. Sarah Soloman
Mr. Lance Martis	Ms. Selby Pereira
Ms. Julie Lenkiewicz	Ms. Rachael Picardo
Help Your NGO Foundation	A.S.K. Entepriises
Mr. Rakesh Jagdish Sheth	

#### Rs.10,001.00 to Rs.20,000.00

Mr. Anant Jalan	Mr. Ravi Shanikumar Jain
Dr. (Ms.) Rekha Ambegaonkar	Mr. Gerard Saldanha
Ms. Salomi Ghiya	Ms. Bhuvaneshwari Chivukula
	Life Line Pharma

#### Rs.20,001 to Rs.50,000.00

Mr. Rahul Johri	Ms. Lata Omprakash Kastu
Tata Insitute of Social Sciences	Ms. Shalini Gupta

#### Above Rs.1,00,000.00

Ms. Iorio Daniela Maria Elisa
-------------------------------

### SPONSORS

#### Up to Rs.5,000.00

Dr. Frederick Jacob deSouza`	Mr. Ankit Choudhary
Mr. Murali Kannan	Mr. Nihal Johann Desouza
Mr. Rakesh Jagdish Sheth	Ms. Laila Johanna Bajan
Ms. Meherangese Desouza	Ms. M.S.J. Patel
Ms. Sharon Almeida	

#### Rs.5,001.00 to Rs.10,000.00

Dr. Kulwinder Singh Dua	Ms. Vera Merwanji
Ms. Lakshmi Pardeshi	Mr. Rahul and Ms. Gauri Pradhan
Mr. Gautam Broota	Mr. Mahesh Brid
Ms. Anjali Vinay Kumar	Ms. Shirin Bharucha
Ms. Sunanda N. Pillai	Ms. Shakuntala Aiyer
Ms. Brigitt Courault	Dr. Hartmut Goldstein

#### Rs.10,001.00 to Rs.20,000.00

Mr. Rahul and Ms. Anisha Johri	Mr. Ferris Virani
Ms. Anita Baptist	Mr. Kiran Kamath

#### Rs.20,001.00 to Rs.50,000.00

Mr. Shekhar Shashikumar Mastakar	Ms. Marissa Martis
Hubert D'souza Memorial Fund	

#### Rs .50,001.00 to Rs.1,00,000.00

Dr. Ms. Geeta Balakrishnan	Ms. Anila Mody
Life Line Pharma	Ms. Frida Svensson

## PROJECT FUNDS

### Wide Horizon For Children Inc., U. S. A.

Sponsorship & Community ..... 18,34,344.00

### Chance of Life, Germany

Sponsorship & Community & Project Uttan ..... 17,49,600.00

### Italian Association for Aid to Children (CIAI)

Sponsorship and Community ..... 2,11,411.48  
(Amount allocated for this financial year received in May 2016)

### Iris & Max Roemer, Germany

Balwadi Project at Uttan ..... 2,90,604.00  
Medical Assistance for Ms. Shrutika Patil..... 2,06,661.00

### Bal Sangopan Yojana

The Commissionerate of Women & Child Development..... 4,90,920.00  
Government of Maharashtra

## DONATIONS IN KIND

We thank everyone who has donated various items to us namely; baby clothes, milk, feeding bottles, baby diapers, toys, books, bags, shoes, clothes for all age groups, linen, furniture items like tables, cupboard, computer, laptop, baby cots etc. food grains, cooking oil, pulses, and other items that our children and families use in the community.

Taj Group of Palace & Hotels	Taj Wellington Mews	Ms. Suman Saini
Ms. Anisha Johri	Ms. Salomi Ghiya	Ms. Chanchal Shetty
Ms. Shilpa Ruparelia	Dr. Nilima Mehta	Ms. Bhuvanewari Chivukula
Ms. Rekha Soleman	Mr. Shekhar Mastakar	Mr. Anil Khandelwal
Ms. Hazel Carlos	Ms. Mitalee Patel	Mr. and Mrs. Kagra
Ms. Seema Khanna	Ms. Diya Nair	Mr. Niraj Asher
Ms. Uma Jhaveri	Mr. Bhosale	Mr. Rajneesh Rallan
Ms. Jaya Sangvi	Ms. Mayuri Ganatra	Mr. Nahid Umer
Mr. Pothukuchi Sitaram	Ms. Rachna Bajaj	Mr. Dhiren Mull
Ms. Aashima Khosla	Mr. Xavier Menezes	Ms. Preeti Peter Mathias
Ms. Jennifer Thomas D'Cruz	Ms. Niti Mehta	Ms. Samita Shah
Mr. Mandeep Mehta	Ms. Amita Shah	Ms. Bijal Mull
Ms. Reena Mehrotra	Ms. Jaya Nathani	Mrs. Josephine Menezes
Ms. Nigama Mascarenhas	Ms. Roshan Davar	Mr. Bharat & Mr. Bahubali Shah
Ms. Ruchira Parshad	Ms. Jasani	Mr. Ankush More
Mr. and Mrs. Kakoti	Ms. Aditi Guha	Ms. Arpana Punjabi
Ms. Shehnaz Petiwala	Lt. Cdr. Vinit	Ms. Urvi Dhuldhoya
Ms. Shruti Pawar	Mr. Deepak Patil	Ms. Suchitra Damani
Ms. Ferzeen Faroodi	Mrs. Sarla Thadani	Cdr. Tripesh Gupta
Ms. Parvin Inspector	Ms. Nisha Patil	Ms. Katy Jokhi
Ms. Vidya Iyer	Dr. Ramesh Eralkar	Ms. Neepa Shah
Ms. Urmila Chakraborty	Dr. Anshu Gupta	Dr. Shobana Sharma

## NETWORKING

### EDUCATION SECTOR

College of Social Work, Nirmala Niketan	Holy Name High School, Colaba	SNDT Women's University, New Marine Lines
Tata Institute of Social Sciences, Deonar	Fort Convent School, Colaba	St. Joseph High School, Uttan
Dnyansadhana School, Uttan	Garden School, Colaba	Campion School, Colaba
Sitaram Poddar Balika Vidyalaya, Charni Rd.	Marwari Commercial School, Charni Rd.	Our Lady of Dolours, Marine Lines
SS&SL High School, Marine lines	Colaba Primary and Secondary School, (Eng., Hindi, Marathi)	Elphinstone School, CST
Guru Nanak School, Navy Nagar	Janabai and Madavrao Rokade High School, Masjid Bunder	BMC School ,Matunga,
Chikitsak School, Girgaon	Aryan School, Girgaon	St. Joseph High School, Colaba
Bombay Girls School, Masjid Bunder	Kendriya Vidyalaya, Navy Nagar	Little Flower School, Marine Lines
Prabhu Seminary, Charni Road	Sir J J School, CST	Bai Kabi Bai School, CST
Kannada Bhavan School	Anjuman Islam School, CST	Waghe School, Colaba

### ADOPTION AND FOSTER CARE SUPPORT SYSTEM

Dept. of Women & Child Development, Govt. of Maharashtra	Adv. Rakesh Kapoor and Company, Advocates Adv.Pallavi Pargaonkar	Child Welfare Committee, (CWC) Mumbai and Thane
Mr. Rahul More, Deputy Commissioner, Women & Child Development, Konkan Division	High Court and City Civil Court, Mumbai	Federation of Adoption Agencies ,Mumbai
District Women & Child Development, (DCPU Mumbai)	Ms. Varsha Kevelram, Ms. .Geetanjali Rohokale, Ms. Shalini Gupta, Ms Anisha Johri, Dr. Rekha Ambegaonkar Ms. Sangita Gala	Ms. Rachna Bajaj, Ms. Suman Saini Ms. Bhuvaneshwari Chivakula
Central Adoption Resource Agency (CARA), N. Delhi	District Child Protection Unit (DCPU)	Regional Passport office, Mumbai
State Adoption Resource Agency (SARA), Pune	Special Juvenile Police Unit (SJPU), Mumbai	Nestle India Limited
Indian Council of Social Welfare (ICSW)	Ms. Sangita Hire, CDO Award Office.	Mr. Gregory D'Souza, Public Notary

### HEALTH SECTOR

Dr Rahul Verma	Dr. Urmila Kamath	Bhaba Hospital
Dr Ashish Pathrikar	Dhara Bangera(Clinical Psychologist)	Dr. Hemant Jakhia, PHC - Colaba, PHC - Uttan
Dr. Prem Sheth	Sewri T.B. Hospital	Karuna Hospital
Nair Hospital	Cama Hospital	Jain Hospital
Dr Anahita Hegde	Dr. Asish Chitnis	Shabazkar Pathology, Colaba
Dr. NeepaThackar	St. George Hospital	Amin Pathology
Dr. Indrajit Pandit	KEM Hospital	Family Planning Association of India (FPAI)
Bombay Hospital	Dr. Kunjal Bhatija	V.N.Desai Hospital

## NGO SECTOR

Smilz- Nishkam Seva Trust	YMCA, Colaba	Sangini Mahila Audyogik Sahakari Sanstha
Kotak Educational Trust	Koli Yuva Shakti , Uttan	Win Home, Santa Cruz
Manav Seva Sangh, Mumbai	Mukti Sagar, Uttan	Bapnu Ghar, Worli
Aarav Charitable Trust	Shishu Aadhar , Pune	Hamsaya Trust, Wadala
Toy Bank , Mumbai	YWCA, Colaba	CASP, Mumbai Central
I.A.P.A. Mumbai	Dolours Centre for Empowerment ,Wadala	Shepards Widow Home Byculla

## PUBLIC AND PRIVATE SECTOR

Brihan Mumbai Municipal Corporation, (BMC)	Mira Bhayander Mahanagarpalika	Credibility Alliance
Federation of Adoption Agencies (FAA)	Taj Group of Palace & Hotels Taj Wellington Mews	Bank of Baroda, Colaba
Colaba, Cuffe Parade, Gorai, & Mira-Bhayander Police Stations	Sakal , Mahanagar ,The Inquilab, Newspapers	Roataract Club of H R College
AISEC, Mumbai	Vignette Solutions	Nasscom Foundation
Kirti Printers	INS Shikra ,Indian Navy	Unik Printers

## INDIVIDUAL

Mr. Vishal Inamdar	Mr. Gavin D'Souza, C.A.	Ms. Vibhavari Joshi
Ms. Dolcy D'souza	Ms. Vijaya Balaji	Mr. Sohrit Kapoor
Mr. Salim, Bus service	Mr. Yudhveer Thakkar	Ms. Deepti Parikh
Mr. Amay More	Mr. Sandip Kansara	Dr. Harry Mascarenhas
Fr Hillary Fernandes, Mukti Sagar Kendra, Uttan	Mr Ajay Narang, Mars World	Fr. John Lopes, Principal, Holy Name High School
Fr. Francis Mascarenhas, Our Lady of the Sea Church, Uttan	Fr Leslie Malya, Mukti Sagar Kendra, Uttan	Fr Micheal D'Souza, Our Lady of Perpetual Succour, Manori ,
Ms. Priyali K. Dadlani	Mr. Uday Mankikar	Ms. Janahvi Mahllapur

## CREDIBILITY ALLIANCE

"Credibility Alliance is a consortium of Voluntary Organisations which accredits organization based on their good governance and transparency in work, thereby enhancing their legitimacy. FSC is accredited by Credibility Alliance under their desirable norms from the year 2012-2017.

### Compliance to Norms

**Identity:** FSC is registered under the Bombay Public Trust Act 1950.

**Governance:** We are governed by a Managing Committee consisting of 4 ex-officio, 6 elected and 5 nominated members who meet bi-monthly wherein the Director presents the work of the agency and new proposals, if any. Programme Officers are given the opportunity to present their work before the committee.

**Operations:** Programmes are streamlined in consonance with the vision of the agency. Staff roles are well defined, regular monitoring of work is done through weekly and monthly meetings and maintenance of proper records. Periodic appraisals provide a platform to discuss achievements and future plans. PO's are provided with opportunities to enhance their skills by participating in trainings and workshops. The staff is appointed through a series of interviews by the Director and Committee members. FSC has a Personnel Policy through which the staff is guided and governed.

**Accountancy and Transparency:** Funds are utilized judiciously. The Chartered Accountant provides an annual Auditor's Report made available in the Annual Report. This Report is a compilation of our activities, targets and goals achieved in the year, thereby making it available to our stake holders and to the public. Committee members are not paid any honorarium. No foreign travel is undertaken at official expense.

**THE BOMBAY PUBLIC TRUSTS ACT, 1950**  
**SCHEDULE VIII [vide rule 17(1)]**  
**FAMILY SERVICE CENTRE**  
**Registration number: F-425/BOM**  
**BALANCE SHEET AS AT 31<sup>st</sup> March 2016**

AMOUNT	FUNDS & LIABILITIES	AMOUNT	AMOUNT	PROPERTY & ASSETS	AMOUNT
22,054,367.01	TRUST FUNDS OR CORPUS	22,620,948.29	20,779,770.80	CASH AND BANK BALANCE	20,471,291.78
4,806,355.65	CURRENT LIABILITIES & PROVISIONS	4,403,601.45	5,483,665.35	INVESTMENTS	5,582,022.95
			312,871.51	FIXED ASSETS	302,485.51
			284,415.00	OTHER ASSETS	668,749.50
26,860,722.66		27,024,549.74	26,860,722.66		27,024,549.74

**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2016**

AMOUNT	EXPENDITURE	AMOUNT	AMOUNT	PROPERTY & ASSETS	AMOUNT
1,287,189.17	ESTABLISHMENT EXP. EXPENDITURE ON:	2,378,378.88	6,133,111.00	DONATIONS RECEIVED	7,432,540.24
5,707,246.23	CHARITABLE OBJECTS	5,360,957.24	115,149.00	TRAINING PROGRAMME FEES	89,165.00
596,009.39	EDUCATIONAL OBJECTS	511,473.00			
78,217.00	DEPRECIATION ON FIXED ASSETS	53,378.00	3,033,598.35	INTERESTS AND DIVIDENDS RECD	1,339,063.16
1,613,196.56	SURPLUS CARRIED TO BALANCE SHEET	556,581.28			
9,281,858.35		8,860,768.40	9,281,858.35		8,860,768.40

As per our report of even date

For Family Service Centre

For: G.C.D'SOUZA & CO.  
 CHARTERED ACCOUNTANTS  
 Sd/-

sd/-

sd/-

sd/-

sd/-

Sr. Gracie Joseph  
 Chairperson

Dr. Lidwin Dias  
 Secretary

Dr.(Mr.)Frederick J. de'Souza  
 Treasurer

Ms. Nirmala Fernandes  
 Director

(G.C.D'Souza)  
 Mumbai: 19<sup>th</sup> August, 2016

**G. C. D'SOUZA & CO.**  
**Chartered Accountants**

301/C Miranda Apartments, Veer Savarkar Road, Dadar, Mumbai 400 028  
Gavin C. D'Souza B.Com., Grad.C.W.A., C.S., Dip. in Comp Mgt., F.C.A.

The Members,  
Family Service Center.  
Mumbai 400 001

We have audited the attached Balance Sheet of Family Service Centre as on 31st. March 2016 and the Income and Expenditure Account for the year ended on that date both of which we have signed under reference to this report. These financial statements are the responsibility of the management of the trust. Our responsibility is to express an opinion on these financial statements based on our audit.

We have conducted our audit in accordance with auditing standards generally accepted in India. Those Standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit involves performing procedures to obtain audit evidence about the amounts and the disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall presentation of the financial statements. We believe that our audit provides a reasonable basis for our opinion.

1. We have obtained all information and explanations which to the best of our knowledge and belief were necessary for the purpose of the audit.
2. In our opinion proper books of accounts have been kept by the trust so far as appears from our examination of these books;
3. The Balance Sheet and the Income and Expenditure Account dealt with are in agreement with the books of account;
4. In our opinion and to the best of our information and according to the explanations given to us, the Balance Sheet and the Income and Expenditure Account give respectively, a true and fair view in conformity with the accounting principles generally accepted in India:

In the case of the Balance Sheet, of the state of affairs of the Trust as on 31st. March 2016; and

In the case of the Income and Expenditure Account, of the surplus for the year ended on that date.

**For G.C.D'SOUZA & CO.,  
CHARTERED ACCOUNTANTS,**

Sd/-  
(G.C. D'SOUZA)  
Mem. No. F037939  
PROPRIETOR.

Mumbai: 19<sup>th</sup> August 2016

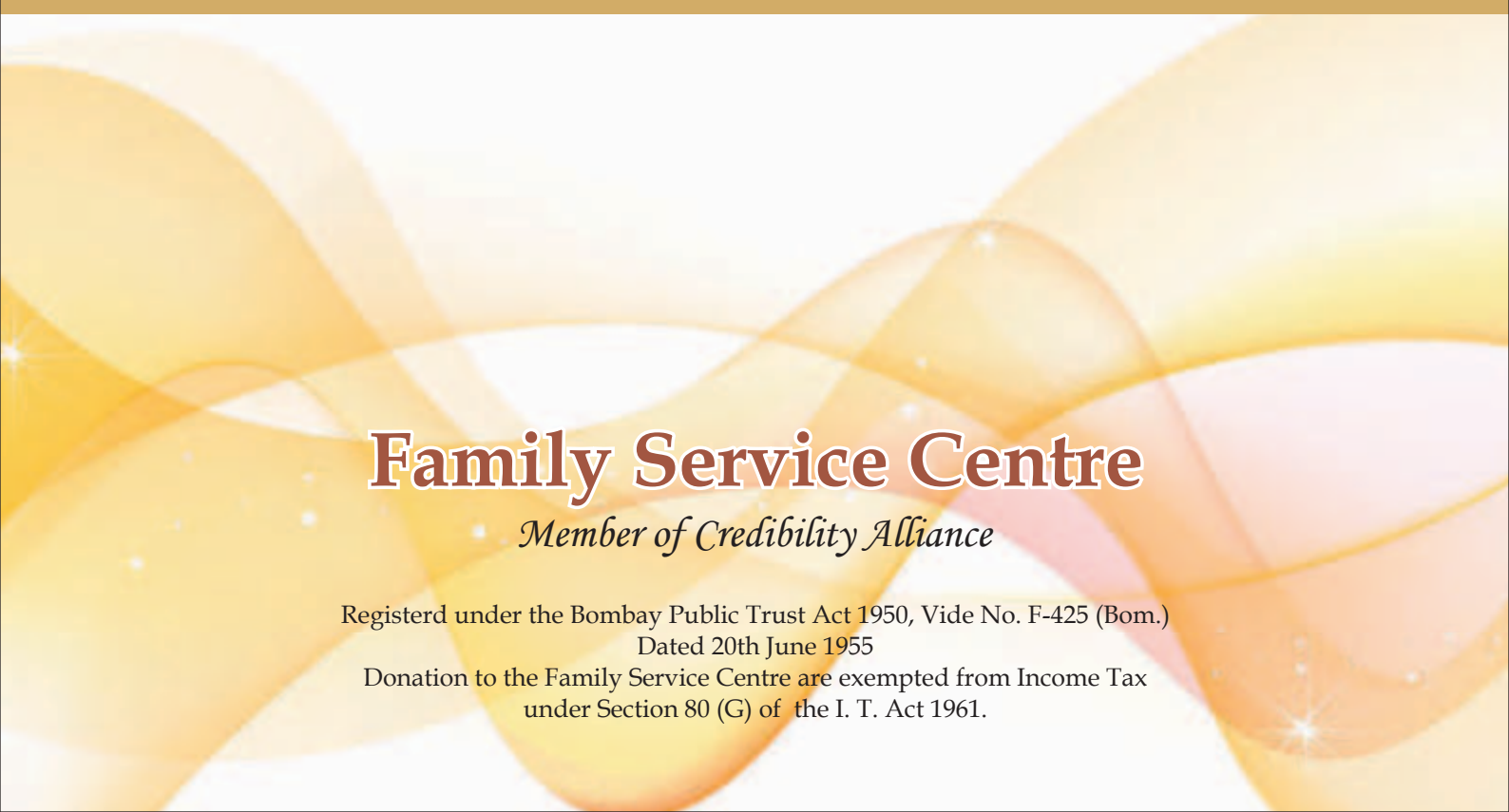
## Awards & Recognition

Ahilya Devi Holkar award was conferred to Family Service Centre by the Department of Women and Child Development (Government of Maharashtra) in the year 1998-99



Credibility Alliance is a consortium of Voluntary organizations committed towards enhancing accountability and transparency in the voluntary sector through good governance. FSC is accredited under the desirable norms from the year 2012-2017.





# Family Service Centre

*Member of Credibility Alliance*

Registered under the Bombay Public Trust Act 1950, Vide No. F-425 (Bom.)

Dated 20th June 1955

Donation to the Family Service Centre are exempted from Income Tax  
under Section 80 (G) of the I. T. Act 1961.