

# 64<sup>th</sup> ANNUAL REPORT *2018 - 2019*

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FAMILY  
SERVICE  
CENTRE



## **Family Service Centre**

Eucharistic Congress Building No. III, 5, Convent Street, Mumbai – 400 001.

Tel.: +91-22-22021432 / 22828862

Email: [director@fscmumbai.org](mailto:director@fscmumbai.org) / [director.fscmumbai@gmail.com](mailto:director.fscmumbai@gmail.com), Web: [www.fscmumbai.org](http://www.fscmumbai.org)

## 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 AND FSC TEAM



#### THE MANAGING COMMITTEE

- |   |  |    |  |
|---|--|----|--|
| 1 | <b>His Eminence Cardinal Oswald Gracias</b><br>President | 9  | <b>Ms. Kalindi Muzumdar</b><br>Member      |
| 2 | <b>Ms. Philomina Sequeira</b><br>Vice President          | 10 | <b>Ms. Jennifer M. Talwalkar</b><br>Member |
| 3 | <b>Dr. Geeta Balakrishanan</b><br>Chairperson            | 11 | <b>Ms. Anisha Johri</b><br>Member          |
| 4 | <b>Mr. Percy Ghaswala</b><br>Hon. Secretary              | 12 | <b>Fr. Harold Vaz</b><br>Member            |
| 5 | <b>Dr. Frederick Jacob de Souza</b><br>Hon. Treasurer    | 13 | <b>Fr. Emmanuel K.T.</b><br>Member         |
| 6 | <b>Dr. Lidwin Dias</b><br>Member                         | 14 | <b>Dr. Rahul Verma</b><br>Member           |
| 7 | <b>Dr. Hazel D'lima</b><br>Member                        | 15 | <b>Ms. Nirmala Fernandes</b><br>Director   |
| 8 | <b>Dr. Nilima Mehta</b><br>Member                        |    |  |

#### FSC TEAM

##### Director

Ms. Nirmala Fernandes

##### Program Officers

Ms. Sheetal Rebello  
Ms. Anupriya Shah  
Ms. Minal Rodrigues

Ms. Indira Ullas  
Ms. Avanti More  
Ms. Asmita Bhaskar

Ms. Vanita Salunke  
Ms. Hema Garea

##### Para Professionals

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

##### Health Workers

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

##### Balwadi / Study class / Tailoring

Ms. Flevina Gonsalves  
Ms. Pramila Darja  
Ms. Surekha Varekar  
Ms. Shraddha Kasar  
Ms. Shakuntala Mourya

##### Administrative Staff

**Accounts Assistant**  
Ms. Sujata Manerkar

**Office Assistant**  
Mr. Ravishankar Varne

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## Chairperson's Message

Family Service Centre was one of the first projects that was started in 1956 by College of Social Work, Nirmala Niketan, with an overarching goal to preserve and strengthen the family. The profession of social work is known for its knowledge and skills in advocacy, counseling, social action, empowerment, resource linkage/mobilization, mental health, social protection, social care and intersectoral/multidisciplinary collaboration (Okoye,2013). The importance of bringing these varieties of social work intervention to the process of providing non institutional services such as adoption, foster care and sponsorship for children cannot be overstated. Over the past sixty four years, our social workers of Family Service Centre have helped in addressing social and emotional needs of children and families and most importantly, been able to listen and build trust. The Centre has established a unique and specialized model of intervention, engaged with communities in various ways and built people's capacities. Throughout, we have adopted a rights-based approach, which we aim to further in the area of self-sustainable development.

My sincere thanks and gratitude to the children and families of our communities in Colaba and Uttan, our team of social workers, volunteers, adoptive parents, foster families, donors, networking organizations, members of the managing committee and others.

Thank you

**Dr Geeta Balakrishnan**  
Chairperson



## Director's Reflections

We take this opportunity to express our sincere gratitude to all of our sponsors, donors and well wishers, many of whom have been with us for several years, for their valuable and continued support with our various programs, thus enabling us to move forward.

This year we were very glad to welcome Ms. Rita Steinau of Chance of Life, COL, Germany, our very dedicated well wisher and sponsor for over 30 years, who annually visits the sponsored students and community projects sponsored by COL. We were glad to have the opportunity to meet with COL committee members Ms. Lisa Overmeyer and Ms. Claudia Schaefer last year and this year we were glad to welcome Ms. Steinau and her husband, Dr. Ulrich Steinau. Chance of Life is committed to sponsoring 'girl children' and has closely followed the progress of each student over the years, seeing them grow from school children to confident young college students. Our programs both at Colaba and Uttan receive assistance from Chance of Life. This year in addition to our nutrition program in the community, COL sponsored 4 new sewing machines for our Tailoring unit at Uttan.

We were indeed very glad to welcome Mr. Max and Ms. Iris Romer who visited FSC with their son Julian. The Romers have been a major support and sponsor of our agency programs for close to three decades. They were very happy to meet and interact with some of their sponsored students and vice versa.

A special thanks to Dr. Anju Goel who magnanimously offered to take on the educational sponsorship of a hundred children. She along with her daughter Kiran are deeply committed to the program, communicating and keeping abreast on the progress of their sponsored students.

Our gratitude goes out to Ms. Punam Khuman and Ms. Jyoti Choudhary and the team at Smilz, Nishkam Seva Trust for their unfailing support with our various programmes organised for clients during the year. This year besides



conducting creative programs for children including art, craft and English speaking, their team volunteered to teach women from the community the art of making decorative envelopes and paper bags. An initiative in women's empowerment, it provided an opportunity for the women, largely housewives, to earn additional income.

With the success of the Bal Sangopan Yogana, BSY Program for children, the Maharashtra government is keen to further promote services in the area of Alternative Care for the rehabilitation of children. In this regard Family Service Centre was very privileged to be part of the core committee for formulating Foster Care Guidelines to benefit children in difficult circumstances. We await the release of these Guidelines which encourages the concept of Alternative care, the core ideology of FSC.

Our Adoption program has seen a welcome increase in Foster parents for our children. Meeting with and learning of the possibility of temporarily fostering our babies awaiting adoption has encouraged a few families to come forward and render their service voluntarily.

The love, care and most importantly the individual attention that our children receive in the foster homes is immeasurable.

Our special thanks go out to Dr. Anaita Udhwadia Hegde, Dr. Neepa Thacker Dave, Dr. Dhara Bangera, Dr. Rajitha Masram for their voluntary assistance in the treatment of our special needs child.

In the past several decades that Family Service Centre has been conducting the Educational Sponsorship program, it is encouraging to see a steady growth in the number of beneficiaries, students pursuing higher levels of education with a focus on their future career and the

steady support of their parents to help them achieve this end. Moreover, the personalized interest of sponsors concerning the progress of their sponsored children and the well being of their families is indeed encouraging.

Our outreach program in Uttan community is steadily increasing with more beneficiaries availing of our varied services. The school intervention in St Josephs High School including individual counselling is progressing well with due efforts given in resolving the issues at hand.

Atmachintan - Daily Introspection, a book comprising a collection of case studies by Prof. Kalindi Muzumdar, a member of our Managing Committee was released by our President, His Eminence Cardinal Oswald Gracias at our Annual General Body Meeting held in September 2018. The book, initially published in Marathi in 2015 has been well received and appreciated especially by those working in the field of social work.

Once again, we would like to thank Ms. Anisha Johri for her unyielding support to FSC by raising funds through the Tata Mumbai Marathon, through her contacts.

And of course, our sincere gratitude goes out to Mr. Bhavin Pandya for his ready commitment towards designing and formatting our Annual Report !

Best Regards,  
**Nirmala Fernandes**



## Adoption

Adoption is one of the ways to create a family. A statement beautifully penned by Kira Mortenson, an adoptive parent, captures the essence of adoption... “God knew that it doesn’t matter how your children get to your family. It just matters that they get there.”

Children who can be adopted are those who are declared “Legally Free for Adoption” by the Child Welfare Committee, CWC under Juvenile Justice Act 2017. This essentially means that a child can be placed in adoption only after the CWC declares that there is no legal claim on the child by any of its biological relative/s. This is to ensure that the adoption is full and final with no other claimants to the child other than the adoptive parent/s.

This probably answers the paradoxical question like “How can there be only an average of 3797 adoptions per year in a country like India despite numerous children in Child Care Institutions, CCI's And why does it take around 2 years to adopt a child? As mentioned above, not all the children in CCI's are “adoptable”.

**The statistics of adoptions (as per CARA) in the past 3 years are as follows:**

Year	In-country/Domestic	Inter-country / International	Total
April'15 to March'16	3011	666	3677
April'16 to March'17	3210	578	3788
April'17 to March'18	3276	651	3927
<b>Average</b>	<b>3165</b>	<b>631</b>	<b>3797</b>

All adoptions in the country are now routed through the Central Adoption Resource Authority, CARA, with parents requiring to register online on their Child Adoption Resource Information and Guidance System, CARINGS portal. While the process is well regulated, one of the biggest challenges faced is the lacuna between the Home Study Agency, the Placement Agency and Adoptive Parents.

While the Home Study is done by the agency that the prospective adoptive parents have initially registered with, the child placed with them is from another agency often from a different state. In such situations, not only is there a lacuna between the two agencies involved, but also between the placement agency and adoptive parents, as there is no prior rapport or bonding between the concerned stakeholders. As a result, adoptive parents slowly lose touch with the placement agency. This causes a total cut off between the child and the agency.

On the other hand, due to the long waiting period between completion of the Home Study and the placement of the child (about 2 years) the agency and the adoptive couple too lose touch. This lacuna has long term repercussions effecting in sharing the fact of adoption and search for roots.

This year, to bridge the gap between the adoptive parents and FSC, we organised many meetings, including parenting sessions, meeting to discuss post adoption issues, adoptive family Meet and one meeting with waiting PAPs to reconnect and prepare them as they come close to being on top of the waitlist and are about to get a referral soon. We look forward to organising these meeting in the coming years too.

This year we welcome 8 new foster families, who are committed to open their homes and hearts to children awaiting adoption.

FSC continued to help children in their quest for their roots and helped them to find few answers to their queries.



## Bal Sangopan Yojana

Families in difficult circumstances continue to be assisted under the Bal Sangopan Yojana. BSY is a Maharashtra state government foster care program which FSC has been implementing since 1994. For approval under the scheme, applications have to be submitted to the Child Welfare Committee after which a 'Dakhal Adesh' is issued by the District Women and Child Development Officer for a period of one year, to be periodically renewed.

Keeping in mind the best interests of the child, a child shall preferably be placed with his or her extended family or with close friends be the family who are known to the child. BSY is a program where in financial help given to the child forms only the tangential portion of the whole assistance. The main aim of working with BSY clients is to help the child and family to tide over the crisis. This is embarked upon by strengthening the families by providing counselling, guidance, emotional support and planning with them a course of action which will lead them to be independent and self supportive. Individual care plan is



prepared for every child and the family aid is periodically reviewed and adjusted according to the needs and best interest of the child.

In this year 2018-19, FSC provided assistance to 40 children under this scheme in coordination with the Department of Women and Child Development, Mumbai and Child Welfare Committee, Mumbai.

## Success story :

### Durgaprasad



Durgaprasad has been in our BSY Program since 2013. At the time he was studying in Std. VIII. He lost his father when he was 7 years old and since then his mother has been working as a domestic maid in order to meet their household expenses.

Durgaprasad is an introvert and weak in studies. His mother constantly supported and encouraged him to do better. For a period of time, he gave in to peer pressure and would spend more time outdoors with his friends, neglecting his studies. His social worker counseled him to improve his academic performance and focus on his future. He was asked to bring his study books to the centre and provided guidance in the difficult subjects. He gradually began to pay more attention to his studies and when in Std. X managed to secure 54%. This proved encouraging for him and he went on to pursue his studies with added vigour. In Std. XII he secured 63% and is presently in Senior college pursuing his graduation in the Commerce stream. In addition he is also attending a vocational course in Computer Application. There has been a tremendous improvement in Durgaprasad's behaviour and overall personality.

The family were facing some problems related to property issues in their native village. Following the demise of his father, his uncles were unwilling to give Durgaprasad and his mother their due share. With encouragement from the social worker, Durgaprasad's mother stood up for her rights and the issue has now been sorted out including a will by his mother that in the event of her demise, all that is hers will go to her son. The family situation is stable now and his case is being terminated as he is has also reached the age of 18, which is the term for the BSY Program.

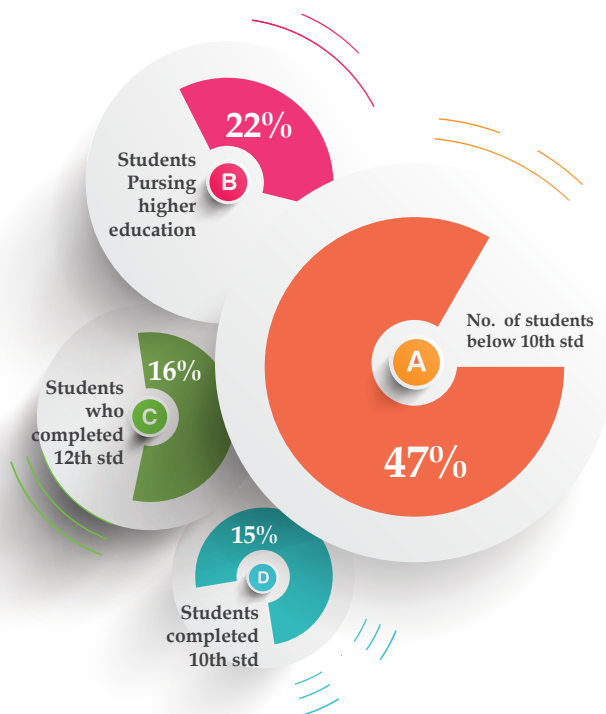


## Educational Sponsorship

In the current year, FSC was able to assist 483 students through the Educational Sponsorship Program. It is encouraging to observe a positive trend among students in terms of their pursuit of formal education, with more students increasingly seeking to complete their graduation, some going for specialized further studies or vocational courses with a view to seek steady employment and contribute and improve their family circumstances. An overview of this for the current year can be observed in the following table.

In addition to providing financial assistance towards education, family intervention forms a major part of our sponsorship program. This is as the aim of the project is the holistic development of the child. Keeping this in mind, various programs are held in the course of the year encouraging the participation of all family members. Some of these held were :

- Family Day program attended by around 800 persons wherein students of Class X, XII and those who completed graduation were felicitated, thus providing a source of encouragement to younger students. A beautiful presentation was made by 9 of our students on various career opportunities. They were dressed in accordance with the projected career and their presentation was very well appreciated by the audience. This was followed by a musical skit by 15 NSS student of Kriti M. Doongarsi College portraying the ill effects of substance abuse.
- Health awareness sessions including cancer awareness.
- Sessions for both parents on substance abuse in collaboration with Jeevan Dhara Organisation. A total of 110 fathers attended the session which was well appreciated, many of them shared their experiences and a desire to leave consumption of alcohol/ tobacco.
- Personality Development workshop for two days for students studying in Stds. IX and XI where in the topics covered were fear and anxiety, exam preparation, career guidance, time management and meditation exercise. A total of 97 children attended.
- As part of our women's empowerment initiative in the community, this year we started paper bag and envelope making; 12 of the parents of sponsored students underwent training 7 of whom have been selected for the same.
- Women's Day with sponsored mother's and community women was celebrated, 114 enjoyed watching movie in the theatre.
- One to one counselling sessions with elder siblings or mothers of sponsored children who are eligible for skills training. While counselling especially with our older sponsored families, our focuses for intervention was to make them self independent thus motivation for finding jobs, plan for setting definite goals and working on these and understanding various options available for them in the present market.





## Success stories:

Heena has been in our Sponsorship Program since 2007. She lost both parents, her mother died due to TB in the year 2008 and father of HIV in the year 2011, since then, her paternal uncle's family has been taking care of her.

After completing her HSC, Heena was not interested in pursuing further academic studies, so after a lot of discussions she decided to go ahead with a nursing course. Social worker contacted YWCA and got her enrolled for the Hospital Aid Course of one year, fees were Rs. 7000/- as the family was not in condition to arrange for this entire amount, FSC from her sponsorship amount paid her Rs. 3000/- and the remaining was paid by her uncle.

She enjoyed her one year training and was able to secure 68%, during the training she interned at Dalvi Hospital for 6 months in the Male and Female ward, ICU and OPD department. Then for one month she interned in Ruxmani Hospital; this being a nursing home, she experienced working in a Delivery ward. And later for a month she worked at the Railway hospital at Mumbai Central, in the Gynaecology, Orthopaedic and Paediatric Department.

Over the years she has grown a lot, became responsible, developed her personality, upgraded her knowledge, developed her skills, worked hard, learned to overcome challenges in life, face difficulty with confidence and look forward for a bright future.

After completion of the course, social worker is working on helping her get a job in an hospital or a clinic and become financially independent.

Heena



Darshan



Darshan and his family have been in our sponsorship program as Darshan's mother had expired and his father was the sole earning member and care giver. Over the years it was noticed that Darshan had a learning disability, hence social worker's main intervention was on using various techniques to help him study well and clear the academic year. His father tried to improve their family's financial situation by ensuring steadiness in his job as well as saving for the family. He also ensured being in constant communication with Darshan so that he did not get distracted from studies while he was away at work.

Darshan and his father have been very regular for all the programs and meetings conducted by FSC and followed all the input and intervention done with the family. He studied at Our Lady of Dolours High School and secured 53.80% in the 10th std. On completing SSC, he showed more interest in practical work and related skill training. Hence, social worker in coordination with his father, got him enrolled into Industrial Training Institute at Elphinstone Technical College a government run course. As he was interested in computers, he did two years studies as a Computer Operator & Programming Assistant. Here he secured 74% marks, which increased his confidence, knowledge and personality. During his training at ITI he also interned with a private company and secured 67% marks on his performance during the one year internship.

He then simultaneously took admission in 11th Commerce stream at Kannada Bhavan's Junior College, attending night school. This year he completed his HSC and has now secured a job as an accountant earning Rs.8000/- he is very happy with his success. His father is also very happy and proud of Darshan.

His father too has found a better job; initially he worked with Liberty Cinema Canteen and is presently working in a Bank Canteen. Their income increased and he has now been able to make bank savings and invest in mutual funds.

Both of them have showed great progress and are worked hard for their bright future.

## Counseling unit

Entering its 11<sup>th</sup> year, the counseling unit of FSC saw 4 Prospective Adoptive Parent orientation sessions. Individual/ couple counseling at a preventive level was a positive outcome. The same involved cases who came in by self to clear any doubts related to parenting or were also referred by the concerned social workers of the center. Around 6 cases were counseled in the process.

Individual cases referred from the nearby school were issues mainly ranging from academic concerns to behavioral issues of disruption, unruly conduct and emotional issues of anxiety and fear. The follow up cases included family issues, adolescent problems, goal setting, study related problems, not listening and lack of family support. A case was re-opened to understand the boy's sexual orientation and identity. A group session on Personality Development was conducted with the children.

Techniques and therapy involved better study habits, dealing with exam related stress and anxiety, better coping and living skills to Cognitive Behavior Therapy (CBT), family therapy and counseling and working with family dynamics. Art work and fun activities involved ways to increase concentration and memory. Referrals were done as and when necessary for medical intervention.



## Case study

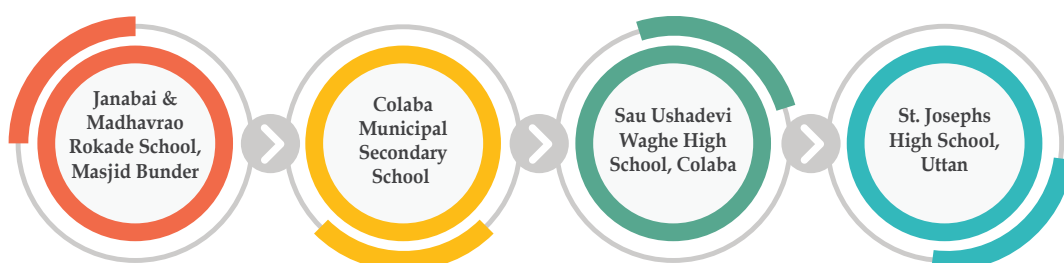
Sam, aged 13yrs is a differently able child, with an IQ indicative of mild mental retardation. He was referred for aggressive behavior which involved back answering, screaming, hitting. Though he is going to school, he is unable to comprehend anything as far as his studies are concerned. Over sessions a lot of family discord and contradictions in parenting was observed. Here, the therapist prioritized working with the child's behavior which also involved working with the child's family mainly the mother and older sibling. Empowering the mother to work for her own rights and consulting the Women Cell regarding abuse by the spouse (alcoholic and suspicious behavior) was part of the process work done. Observations revealed there was a lot of faulty role modeling done by the parent (father) onto the child. Play way techniques and role plays went a long way in enabling the boy to be respected by self and by others. The current process done for this child is to get him routed towards his ability and interest area; which is playing the drums.

**Ms. Ferzeen. A. Faroodi**  
Consulting Psychotherapist/ Counselor. FSC



## School Intervention

Our School Intervention program, which began in 1997 with just one school, has gradually expanded its intervention to include 3 more schools, thereby reaching out to a larger number of students. In the current year, we conducted our program in the following 4 schools.



The program involves regular sessions with school children aimed at imparting the right values while in their formative years. Each week a new value is discussed. The sessions are interactive and the facilitator does this through different methods including group discussions for a given situation and role plays.

This is followed by discussion and open-ended questions and the children are encouraged to share their views from their own perspectives. The topics covered this year were as indicated alongside.

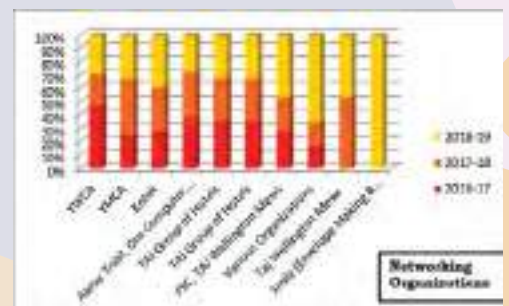
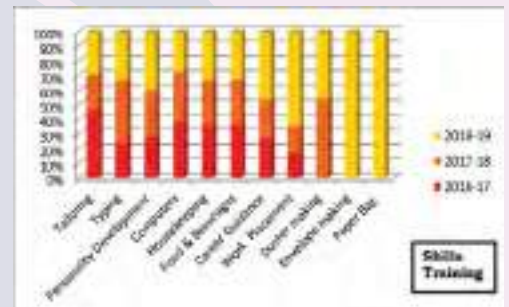
The end of year feedback from the students was positive, with children sharing that they enjoyed the sessions and would like these to continue in the next year.



## Vocational And Skill Training Program

Family Service Centre in its efforts to help families improve their situation and strive towards self sufficiency, guides and motivates clients to seek skill development or career prospects according to their capability and interest. This involves networking with various organisations that provide skill training. We are glad to present here the nature of vocational courses availed of by our students and our network partners over the past three years.

- This year we got an over whelming response for the Envelope and Paper bag making project. Over 48 women underwent training for the same and 21 women were shortlisted as per their performance.
- To promote and increase the sale of products made by these women, FSC arranged for stalls at exhibitions held at various places including the TAJ Diwali Mela, Petit High School and Tata Institute of Social Sciences.
- Seven women were involved in the Duster making project by TAJ Wellington Mews.
- 34 women completed cooking and housekeeping course conducted by Taj group of hotels.





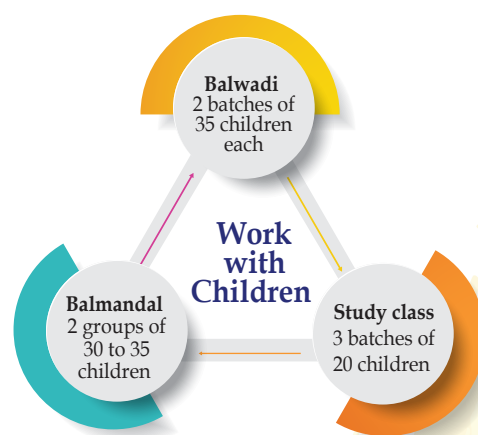
# Empowering Communities

FSC has been involved in various non institutional services with the basic goal of empowering the family as a unit. With this vision in mind we have been working over the decades in the urban slum pockets of south Mumbai to make a dent in their lives through "Capacity building" there by providing a positive and holistic environment to the families. We started our community intervention in 1997 after completing a needs assessment in the area. We have come a long way and the interventions that were started are now self sustained program providing a multi- pruned intervention strategy and holistic development. Presently, we are working in the communities mentioned below, each of which is distinct and unique in itself. Over the years we have addressed various issues pertaining to the communities in liaison with the community dwellers.

## Areas of intervention in Colaba and Cuffe Parade slum communities:



## Our Intervention in the above communities involves:



## Highlights of our Balwadi Program:

- Besides academics, emphasis on value education and personality development.
- Daily provision of protein supplement and regular monitoring of health and weigh gain.
- Exposure visit and recreation activities; Independence and Republic Day celebration, festival celebration of all religions, Sports Day, visit to the local vegetable market.
- Periodic meetings conducted with parents of the children on topics covering substance abuse, domestic violence, health and cancer awareness, sharing, preparation for formal school and others.
- Formed an SHG group of Balwadi mothers whose savings are helping with formal school preparation.
- Assisted with government sponsored Rubela vaccination drive.
- Mothers of 7 balwadi children participated in our vocational programs.





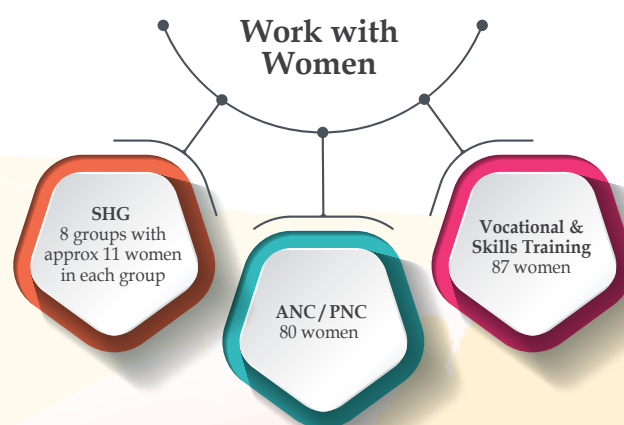
## Highlights of our Balmandal Program:

- Weekly meetings conducted with discussions on various topics including, self and gender sensitization , rights and responsibility, child abuse , safety, health and hygiene using Jaso mi tashi ti and Arpan Module.
- Attended science popularisation and public out reach program organised by TIFR. .
- Exposure visit to police station.
- Conducted Summer , Diwali and Winter camps.
- Celebrated various festivals and important occasions including Republic and Independent Day.
- Attended various sessions during the camps such as on compost waste, fire fighting presented by personnel from Fire Brigade, yoga and on 'healthy food' conducted by a nutritionist.



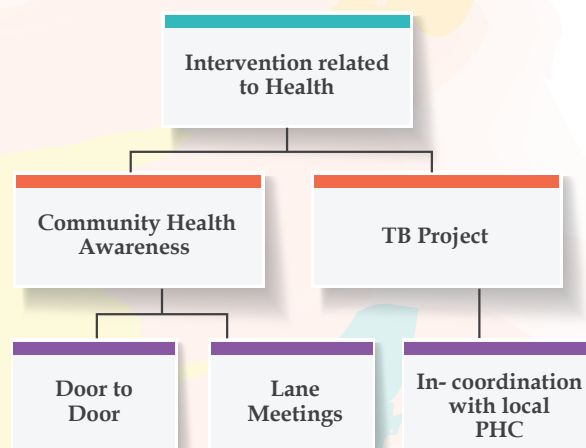
## Highlights of our ANC and PNC Program:

- 87 women benefited through the year across the communities.
- Provided protein rich supplements.
- Significant weight gain noticed in mother and baby's birth weight.
- Initiated assessing haemoglobin level rise among mothers. Hemoglobin checked twice each during ANC and PNC phase.
- 15 meetings conducted using Palvi module and audio visual clips, nutrition and well balance diet, Importance of immunization and breast feeding, personal hygiene and others.
- Women's Day celebrated in the community wherein 110 women participated and enjoyed themselves.



## Highlights of our SHG Group Program:

- 2 new groups initiated in the year
- Stress laid on monitoring accounts, saving bank accounts, loaning, following of ground rules, discussion on social issues, capacity building and so on.
- Celebrated Women's Day and Haldi kum kum program with them.
- 2 groups enrolled with the government Bachat Gat scheme.



## Reproductive and Child Health, RCH:

- Regular RCH visits conducted by community health workers and social workers across communities.
- Co ordination with health providers and related centres to refer clients for their medical needs.
- 54 lane meetings done using IEC material on anemia, health and hygiene, substance abuse, nutrition and so on.

## T.B project:

During the year, FSC reached out to 123 patients for their nutrition. This was made possible through the unfailing support of the Taj Group of Hotels who have been with us in the program since 1998. We collaborated with the Colaba Public Health Centre (PHC) on securing more space for interacting and distributing nutrition to the patients. We worked at creating more awareness among the patients through individual counselling, meetings and home visits, on the importance of nutrition along with their medication for the treatment to be effective, to maintain hygiene and how to help prevent and control the spread of tuberculosis. Our volunteers conduct home visits especially when patients fail to come for their treatment, medication and nutrition; thus to follow up, find out the reason and encourage them to continue.





## Sunita :



Sunita enrolled in our ANC/PNC project when expecting her 3rd child. She has a 9 year old son and 3 year old daughter. Sunita comes from very conservative family, who believed in myths and superstitions. Sunita was an introvert and did not have much say in the family. Her husband was a tobacco addict and son was not performing well in school. Her daughter was not sent to school and remained at home.

Sunita was counselled regularly by FSC social worker and health care workers. She and her husband slowly realised the importance of good care during ANC/ PNC period, importance of health, hygiene and nutrition. FSC motivated Sunita to attend all programmes and meetings of the ANC/ PNC projects. This helped her to shed her shyness as she steps out of the house and participated in the group discussion during lane meetings. She also would take back her learning and discussed it at home with her husband and children.

They slowly started implementing all the health inputs. Her husband realised the ill effects of tobacco and has reduced his intake. FSC inspired her son to take more interest in academics and he attended our study class in the community. This helped him to gain confidence and improve his performance at school. Meanwhile, Sunita and her husband were motivated to admit their daughter to the FSC Balwadi. She attended regularly and secured admission to formal school.

Sunita also attended the parents meeting regularly in the balwadi. During these meetings the women were encouraged to save money at home and also organize themselves in a SHG for collective savings. During the year Sunita saved Rs. 1230/- and used to pay the money for children.

Sunita delivered a healthy male child. During the ANC/ PNC meetings attended by Sunita she realised the value of family planning and convinced her husband about the same.

## Shakuntala :



Shakuntala has been in contact with Family Service Centre through our Sponsorship Program since 2013. She initially approached us for assistance as the combined income of herself and her husband was unstable and they were facing challenges in managing the household and educational expense of the children.

In the course of Shakuntala's periodic visits to our agency along with her son for collecting the sponsorship assistance and during counseling sessions we learned of her needs, desires and potential to improve herself and her family. Hence, we encouraged her to enroll into our 'Self Help Group' Project in the year 2013. Through her involvement in this project, there have been marked positive changes observed in her personality. She has learned to manage finances, express her opinion on community issues, develop leadership qualities and gain

self confidence. Also she has actively participated in activities which were conducted with their slum community such as tailoring, housekeeping & training in cooking at the TAJ Hotel, English speaking session organized by FSC and also upgraded her knowledge regarding various topics related to family and community development.

Along with dock work, having learned cooking, she started a small food delivery business from home, of Chapatti and vegetables, for people working at the dock area. Being extremely hard working and energetic and keen to upgrade herself, she widened her business to include breakfast and lunch. As it was difficult for one person to make so many items and deliveries, she arranged for 3 women to work with her and divided the task. From her earnings she purchased larger utensils to take more orders.

Both the children are very proud of their mother. Shakuntala shared that, "I started this business as we wanted to start something by ourselves. Initially to draw more customers, they kept a nominal rate, as customers increased, they introduced more items and increased the selling amount.

Over the years, there has been great improvement seen in Shakuntala and her family. Together with her positive spirit towards life, both her children are also focused in their career. Shakuntala wants both her sons to complete their degree and be successful. One is already into the path of working hard for his career, he has decided to enroll with the National Defence Academy and become an officer and serve the nation. Both parents work hard to ensure that there is no obstacle in their children's education.



## Surekha:

Surekha got in touch with Family Service Centre through our Self Help Group, SHG project. She is an active member. While interacting with her and seeing her children's interest for education we enrolled her younger child into our sponsorship program since 2008, as the family was having financial crisis. Over the years they were given inputs as per the need with efforts towards empowering the family. The father was motivated and he is working hard in Sassoon dock and he has very well fulfilled his responsibility. Surekha also worked at the dock, however through the sponsorship & Self Help Group program she was motivated to participate in rallies, campaigns and other community issue based program. She thus gained a lot of confidence.

Her son has shown great potential. He was counselled on focusing on his studies and future career, negative peer influence and responsibility towards his family. With constant motivation and follow up there has been a vast improvement observed in his behaviour. In 10th std he got 67%, and after discussion and counselling with social worker he took admission in science stream and got 60% in HSC. He showed a keen interest in computers and hence took admission in Bachelor's in Computer Application. for the last two years he is getting A grade and above 70% marks. Now he is in the final year of graduation. He also is interested to volunteer for teaching Marathi, Maths and Science to the community children who are studying in 8th std.

Social worker also spoke with Surekha's elder daughter, when she was pursuing B.Sc-IT, where in she graduated with A grade. During discussions with her including assisting in choosing her graduation subject and identified her interest for acting. Hence she was given an opportunity to act on stage at our 60 years celebration. After completion of her studies, we counselled her on how she can pursue her acting career. But along with that we also made her understand the need to keep a job as the acting career is very unpredictable. So since last one year along with doing job in an computer firm and earning Rs. 15000/- she availed of opportunities to work in different television serials, she has got very small roles but is very happy that her family is also supporting her and her dream to act and come on television has been achieved. She has worked in television serials like Mazya Navryachi Bayoko, Morkarin Bai and recently did an advertisement shoot of Skybag.

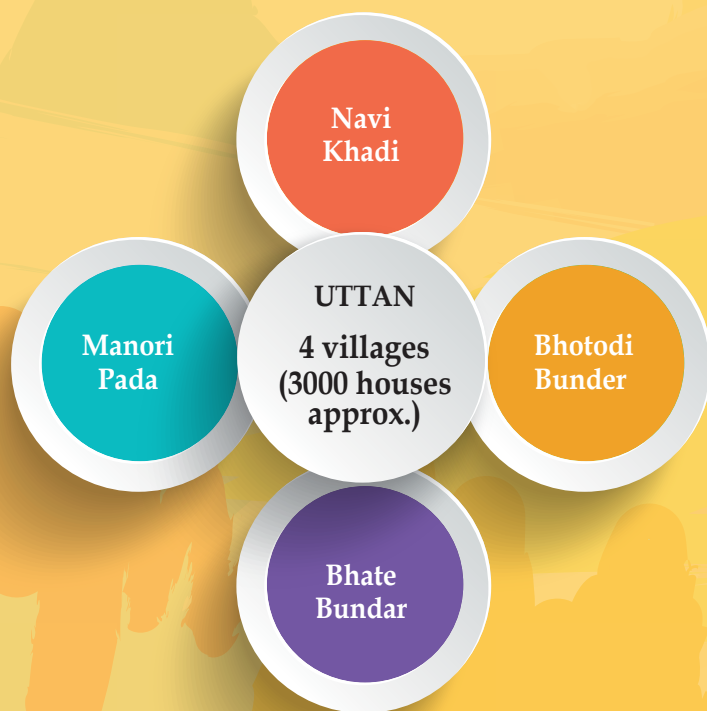
We are very happy with the growth of Surekha's family, all the member are working hard and developing themselves for their successful future. And all the family are part of sponsorship, skills training & career guidance, self help group projects run by FSC. The parents shared that, "They are very thankful to be part of FSC as that has helped their family especially both the children have become very responsible towards their life".



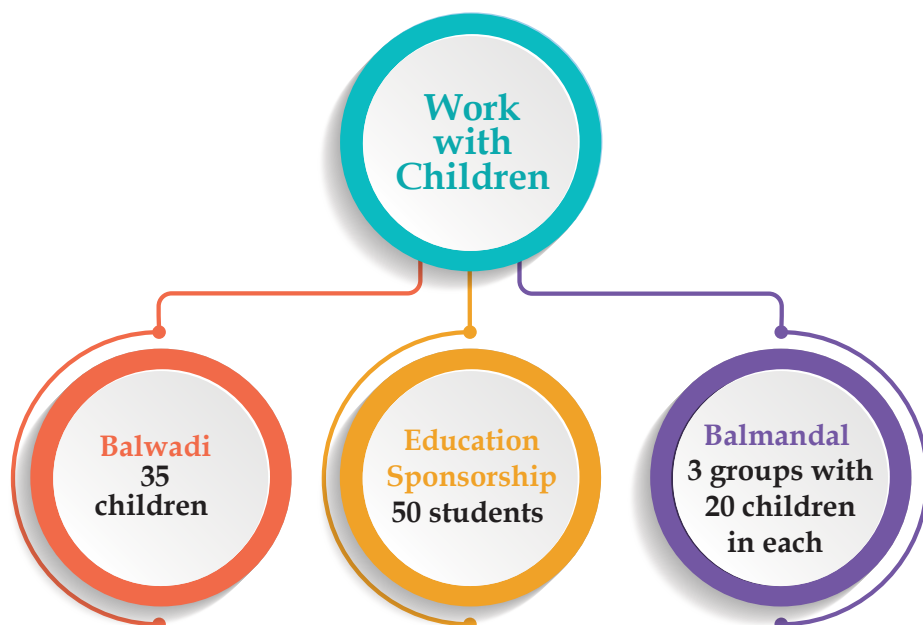


## Project Uttan

Family Service Centre's outreach in the fishing community in Uttan includes the various programs for children and families namely; Balwadi, Balmandal, Family Health, ANC/PNC, Educational Sponsorship, Vocational Training and Counselling. Our intervention is in the following villages:



### Our Community Intervention involves :



## Highlights of our Balwadi Program:

- Besides academics, emphasis on value education and personality development.
- Daily provision of protein supplement and regular monitoring of health and weight gain.
- Exposure visit and recreation activities; Independence and Republic Day celebration, festival celebration of all religions and Sports Day with children and parents.
- Church visit on feast occasion and Rosary in the month of October as most children catholic.
- Periodic meetings conducted with parents of the children on nutrition, health and hygiene, savings, discipline and dealing with children at home, preparation for admission and sharing children's progress and assessment.
- Medical camp



## Highlights of our Balmandal Program :

- Weekly meetings conducted with discussions on various topics including self, value education, personal safety, building self confidence, developing focus and definite aim in life, understanding emotions, discipline, positive and creative thinking, overcoming fear of exams.
- Health information on water borne diseases.
- Conducted Summer and Diwali camps. The activities taken with the children included flip flap card making, flower making, drawing and handwriting competition, indoor and outdoor games.
- Celebrated various festivals and important occasions including Republic and Independent Day. Raksha Bandhan and Friendship Day.



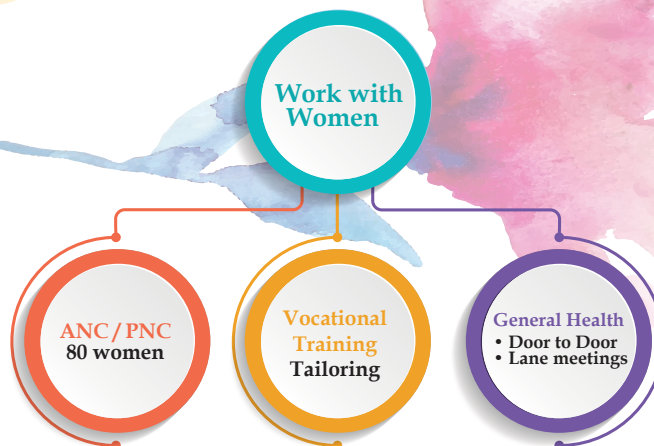
## Highlights of our Educational Sponsorship Program :

- Individual and family counseling
- Regular meetings held with children and parents and informative sessions conducted on the importance of savings, child rights, substance abuse, water borne diseases and superstition.



## Ante Natal Post Natal [ANC / PNC ] Program:

- A total of 80 women benefited this year
- Individual and family counseling together with daily distribution of nutritious supplement to the women. Every day para professional visited the homes of 80 ANC/PNC women and distributed nutritious supplements.
- Monthly meetings held with the two groups of women on child care, water borne diseases, health and nutrition, awareness of Hepatitis B, importance of breast feeding, preparation for delivery, complication during pregnancy, immunization, post delivery depression and maintaining a positive attitude towards life.
- Networked with Hinduja Hospital and Uttan PHC for medical camp like HB & weight check up, exercise and nutrition during pregnancy and so on.



## Family Health :

- The social worker and para professional conducted lane meetings with women in the community. The topics covered were maintaining cleanliness, awareness of water borne diseases, importance of education and developing a positive and good relationship with children.

## Program for Newly Married couples :

- 13 couples participated in this program. The session was on building a healthy relationship with their partner, love and respect, trusting each other, forgiveness, importance of family bonding, financial support and so on.

## Tailoring :

- This year, in all 19 girls benefited from the tailoring projects, most of whom are either studying in college or homemakers. Thrice in a week they come for the 2 hours training class. Besides their regular class, the para professional and social worker also conduct informative sessions with the girls on self confidence, time management, saving, other sources of income generation.

Most of the girls who have completed the course are using their tailoring skills and earn by stitching clothes at their home.



## School intervention program :

- FSC conducted sessions on self, value education, child rights and others for students of Std. V and Std. VIII of St. Joseph High School Uttan.
- Several cases were referred by the school teachers for adolescent behaviour issues like not listening in class and disturbing other children, using abusive language and not studying properly.
- Conducted group and individual counseling sessions on behavior with 10 students of Std. VIII living in the hostel.





## In addition, the following programs were organized in the community.

- **Women's Day:**

Celebrated Women's Day at Uttan. As the women were catholic, we took them for way of the cross at St. Jude chapel, Uttan Chowk. Later a session was conducted with them on parent's responsibility towards children. Around 89 women participated in this program.



- **Medical Camp:**

FSC networked with P.D.Hinduja College and Spark Foundation, to organize a medical camp. A team of nurses from Hinduja Nursing College had conducted for our Balwadi and Balmandal children, ANC and PNC women and others in the community, BP & HB check up, weight & height check up, and gave information on health nutrition and explained low cost recipes.



### Priya



Priya, a young girl of 19, is a resident of our Uttan community. As the child of a single parent, Priya's mother works as a vegetable vendor while trying to support her through her studies. Priya successfully completed 12thstd but was uncertain of how to proceed next so she spent her time at home. Needing some direction and inspiration, Priya's mother arranged for her to come to our centre and was given guidance on possible options for her future career. Priya mentioned that she wanted to continue studies and also help her mother financially, as her mother's income was not stable, and they were finding it difficult to manage all the expenses. The paraprofessional then shared with Priya the option of undergoing training with one of our network partners, Kotak Mahindra. As she seemed excited as the prospect, Kotak was contacted and Priya joined the training program on Retail Management. She attended the classes regularly and her trainers were happy with her progress. On completion of the course, Priya secured a job at the airport as a receptionist in a travel club department and now earns Rs. 22000/-pm. Meanwhile, she is simultaneously continuing her studies through correspondence. Priya shared that she is enjoying her job and proud that now she can help her mother financially

Prachi residing in Uttan community, is a young 21 year old girl, a school drop out, doing most of her family household work as well as assisting with the fishing work. Our FSC staff came to know that she was being abused by a man, a neighbor, and was very disturbed even attempted suicide. On meeting her we learned that the man has been abusing her since almost 4 years; she had informed her family members but they chose not to confront the man as they feared the consequences. The social worker counseled Prachi and encouraged her to build her self confidence and how to take action the next time the man attempted to abuse her. Meanwhile FSC also met with the man who acknowledged his wrong doing and made him realize that if he continues to do so, legal action would be taken. On meeting with Prachi a few days later, she informed us that now he stopped abusing her. She was visibly relieved and said she was happy and felt more secure now.

Rihan is a 3 ½ yrs child enrolled in our Balwadi. During activity time our Balwadi teacher observed that Rihan was not involved in activities, so also his speech was not clear. He was a bright student but because of his speech problem he was not mixing with other children. The teacher shared this with his parents. She tried to involve him in all activities and also kept special attention on him. After a while it was observed that Rihan started to get more involved in activities, so also, he made attempts to say numbers, alphabets, rhymes, names of animals and so on, but his speech was unclear. The social worker then counselled his parents and motivated them to take him to a speech therapist. At first they were not ready because of work but after motivating them they agreed and he is now regularly being taken for sessions and is showing a marked improvement.



## The Tata Mumbai Marathon

The Tata Mumbai Marathon, (TMM), was held on 20th January 2019. Every year, as the philanthropy partner of the TMM, United Way Mumbai (UWM) undertakes the multiple roles of facilitating participants to power their runs by supporting various causes, as well as enabling those who are not running, to participate via fundraising. The platform lets corporate employees benefit from the marathon as an employee engagement activity, while enabling NGOs to raise funds for their projects.

Once again Family Service Centre participated in the much awaited annual event in the Dream Run Category, showcasing various programs of FSC.

Our Committee Member, Ms. Anisha Johri has been a tour de force behind raising funds for FSC through the TMM. She ran the full Marathon and we are proud that she was one of the few “Change Makers”: individuals who have raised more than Rs. 5 lakhs. The total amount of fund raised through TMM this year was Rs.13,39,119.00



## Students For Field Work Placement

### Tata Institute of Social Science (TISS), Mumbai

Ms. Meghali Joshi MSW II

### College of Social Work, Nirmala Niketan, Mumbai

Ms. Sangita D. Umbarsada BSW III  
 Ms. Sabina Manihar BSW III  
 Ms. Swapna Mathew BSW II  
 Ms. Rosemary Tamang BSW II  
 Ms. Shirley Elizabeth Walter BSW I

### Nirmala Niketan College of Home Science, Mumbai

Ms. Priyanka B. Gala Masters in Human Development  
 Ms. Vanitha V. D'souza Masters in Human Development

### Azim Premji University, Bangalore

Ms. Rucha Satoor Masters in Development

## Visitors to FSC

Date	Name	
April 2018	Mr. Mohit Jhaveri, Mumbai	
May 2018	Ms. Jodi Panlsen Minnesota, U.S.A.	
July 2018	CWC Member, Ms. Urmila Jadhav, Mumbai	
August 2018	Mr. Max, Ms. Iris and Ms. Julian Romer, Germany	
August 2018	Ms. Mamta Maliye, Mumbai	
August 2018	Mr. Trivikram Sonni, Mumbai	
August 2018	Mr. Gene and Mrs. Shobha D'silva, Jeevan Dhara, Mumbai	
September 2018	Ms. Lakshmi Dadlani, Mumbai	
October 2018	Ms. Daniela Duff and Ms. Julian Vomsattel, Hesso University, Switzerland, Ms. Sarita Patel, Germany	
November 2018	Mr. Alexander and Mr. Thomas Plappart, Austria	
December 2018	Mr. Victor Narzary and MSW students of the Dept. of Social Work, Assam Don Bosco University, Guwahati, Assam	
January 2019	Ms. Rebecca, Ms. Sonia and Mr. Alexander Shah, U.S.A.	
January 2019	Dr. and Ms. Rita Steinau, Germany	
January 2019	Ms. Pamela and Mr. Bob Schaecher U.S.A.	
January 2019	Ms. Leena John, Ms. Esther Adiappa, Jyoti Kalash, Mumbai	
January 2019	Ms. Lata Omprakash Kasturi, Mumbai	
January 2019	Mr. Kunal Shah, Mumbai	

## Expression of Gratitude

We at Family Service Centre take this opportunity to express our sincere gratitude to all our Donors, Sponsors and Well Wishers for their invaluable support towards carrying our work forward.

### Project Funds

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

Educational Sponsorship and Community Development Project

Rs. 27,64,697.00

#### United Way of Mumbai

Funds raised at Tata Mumbai Marathon 2019

Rs. 13,39,119.00

#### Chance of Life, Germany

Educational Sponsorship, Community Development and Project Uttan

Rs. 8,12,500.00

#### Iris and Max Romer, Germany

Educational Sponsorship and Balwadi Project at Uttan

Rs. 3,54,471.00

#### Bal Sangopan Yojana

The Commissionerate of Women and Child Development,  
Maharashtra State Government Project

Rs. 99,800.00

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

Educational Sponsorship and Community Development

Rs. 63,000.00

### Donors

#### Up to Rs.5000.00

Ms. Nutan Bhagwan Bhabal

Mr. Jasakar Bose

Mr. T.V. John Bosco

Ms. Shanice N

Ms. Shalini Gupta

Mr. Rajiv Bhatia

Mr. Sunil Lilla

M/s. Esskay Steel Corporation

Mr. Krishna

Ms. Namrata Patel

Mr. Manan Mashruwala

Mr. Shreyas Mehta

M/s. Pranav Steel Corporation

Ms. Yamini Rajendraprasad Jhala

Mr. A. Alphonso

Wellwisher

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

Ms. Sangita Rajesh Gala

Inner Wheel Club of Salcette Island

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

Mr. Pishu Giridhar Chanrai

#### Rs.5001 to Rs.10,000.00

Ms. Pupsha Jhangiani

Ms. Purnima Mirchandani

Ms. Rekha Solomon

Mr. Madhu Deshpande

Mr. Amit Dhairyawan

Ms. Kiran Nair

Ms. Shruti Savla

Ms. Julie Lenkiewicz

Mr. Alwyn Lawrence Picardo

Ms. Varsha Kevalram

Dr. Rekha Ambegaonkar

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

Bombay Young Men's Christian Association

Mr. Sunil Rohokale

Citizen Credit Co-Operative Bank Ltd.

M/s. Life Line Pharma

#### Above 1,00,000.00

Mr. Tom and Ms. April Joseph

## Sponsors

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

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Dr. Frederick Jacob de Souza  
Ms. Meherangese Desouza  
Mr. Nihal J. Desouza  
Ms. Laila J. Bajan  
Ms. Tina Bhatia

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

Ms. Vera Merwanji  
Mr. Kiran Kamath  
Hubert D'souza Memorial Fund  
Mr. Prasad Tukaram Kadam  
Mr. Rahul and Ms. Gauri Pradhan  
Ms. Laxmi J. Pardeshi  
Dr. Brigitt Courault

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

Ms. Sharmishta Patel  
Dr. Kulwinder Singh Dua  
Ms. Anita Baptist

### Above Rs. 1,00,000.00

Dr. Anju Goel - Spence Chapin Services

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

Searock Fisheries  
Mr. Kalathur V. Govindrajan  
Ms. Frida Svensson  
Ms. Anila Mody  
Dr. Geeta Balakrishnan  
M/s. Life Line Pharma  
Ms. Darshita Raiyani  
Ms. Lata Omprakash Kasturi

## Donation in Kind

We take this opportunity to thank everyone who has donated various items namely; baby clothes, milk, feeding bottles, diapers, toys, books, bags, shoes, clothes for all ages, linen furniture and food grains.

Taj Group of Palace and Hotels	Taj Wellington Mews
Ms. Sangita Gala	Dr. Nilima Mehta
Mr. Prakash and Ms. Nisha Joshi	Ms. Rachana Jain
Mr. Savek Bhansali	Ms. Salomi Ghiya
Ms. Reena Malhotra	Ms. Shehnaz Petiwala
Ms. Jasani	Mr. Naseem Barmavala
Ms. Vidhi Shah	Ms. Anupriya Shah
Ms. Rajana Patel	Ms. Poonam Polshetiwar
Dr. Firoza Parekh	Mr. Swyam Jadhav
Ms. Jaya Nathani	Ms. Behnaaz Engineer
Mr. Jay Maliye	Ms. Rina Kamath
Ms. Suchitra Damani	Ms. Shamita Shah
Ms. Jyotsna Kapoor	Mrs. Bajaj
Ms. S.M. Thadani	Ms. Varsha Kewalramani
Ms. Uresha Ratanpal	Ms. Vidhi Shah
Ms. Rashmi Kapadia	Ms. Anshita Gupta
Mr. Tripesh Gupta	Mr. Percy Ghaswala
Mr. Niraj Asher	Ms. Vidya Iyer
Ms. Uma Zaveri	Ms. Shradhali Shah
Ms. Mamta Maliye	Ms. Meena Mansukhani
Ms. Nasreen Contractor	Mr. Krishna Nori
Ms. Lalita Uttam Singh	Ms. Lavina Ramnani



## 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	BMC Education Department	St. Joseph High School, Uttan
Ushadevi Waghe School, Colaba	Janabai and Madavrao Rokade High School, Masjid Bunder	Colaba Municipal Primary and Secondary School, (Eng., Hindi, Marathi)
College of Home Science, Nirmala Niketan,	Kirti College- N.C.C team Dadar	

## Adoption and foster care support system

Dept. of Women & Child Development, Govt. of Maharashtra	Adv. Rakesh Kapoor and Company, Advocates	Child Welfare Committee (CWC), Mumbai
Central Adoption Resource Agency (CARA), N. Delhi	High Court and City Civil Court, Mumbai	Federation of Adoption Agencies, Mumbai (FAA)
District Women and Child Development, DWCD, Mumbai and Nasik	Special Juvenile Police Unit (SJPU), Mumbai	Indian Council of Social Welfare (ICSW)
State Adoption Resource Agency (SARA), Pune	Regional Passport office, Mumbai	Mr. Gregory D'Souza, Public Notary
Our Foster mothers and their families - Dr. Rekha Ambegaonkar, Ms. Shalini Gupta, Ms. Shruti Savla, Ms. Ferzeen Chaudhary !	Foster families, Ms. Sunita Dalvi, Ms. Fatima Ansari, Ms. Varsha Kevelramani Patel, Ms. Reena Dmello, Maya Balsara	Foster families - Ms. .Geetanjali Rohokale, Ms. Sangita Gala, Ms. Deepali Bhosale, Ayesha Arthur Dharyawan, Harsha Shah
Nestle India Ltd., / Bhumi Enterprises, M/s F.P. Manekia	Ms. Rachana Jain, Ms. Mitali Patel [baby products for our infants]	Ms. Sangeeta Gala and Ms. Bhuvana Patel [baby products for our infants]
SAKAR, Aurangabad	Prayas Bharti Trust, Patna, Bihar	SOFOSH, Pune
Shishu Bal Griha, Jaipur	DWCD, Telangana, Indore, M.P.	Vatsalya Trust, Alibaug
Maharashtra State Women's Counsel, Umerkhadi	Bharatiya Samaj Seva Kendra, Pune and Aurangabad	Varadaan, Nagpur Bal Anand, Mumbai
Ashirwad Adoption Centre, Nagpur	Matru Chaya, Goa	St. Francis Sevadham, M.P.
Janhit Vikas Samiti, Nawada, Bihar	Jyoti Kalash, Navi Mumbai [Foster care awareness]	New Energy Bahuddeshiya Sanstha, Nagpur
Inquilab and Lakshdeep Newspaper	Police station - Malbar hill and Paydhoni, Nagpada, Dahisar and Wadala T T	World Children Welfare Trust, Nagpur
Holy Cross Home for Babies, Amravati	Children of the World India Trust, Navi Mumbai	Special Adoption Agency, Hisar
Matruchayya Orphanage Nadiad, Gujrat	Sneha Lokottan Sansthan Shivaji Nagar	St. Catherines Home, Mumbai
Akansha Shishu Kayan Kendra Sevagram Wardha	Shri Ganesh Shikshan Prasarak Mandal, Latur	Rastriya Vikas Evam Samaj Kalyan Parishad, Madhubani
Mother Teresa Shishu Graha, Latur	Snehalaya, Ahmednagar	Renuka Mahajan Trust, Pune

Health Sector		
Dr Rahul Verma	PHC – Colaba & Uttan	Hinduja Nursing School
Dr Ashish Pathrikar	Dr. Dhara Bangera, Clinical Psychologist	V.N.Desai Hospital
Dr. Aditi Kolte	Dr. Neepta Thacker Dave	Shatabdi Hospital, Kandivali
Dr. Anaita Udwadia Hedge	Dr. Mukesh Sanglecha	Dr. Neeru Vithalani
Dr. Rashmi Singh, D.S Research Centre, Andheri	P.K.C Hospital and Medical Research Centre	H.N Reliance Foundation Hospital
Surya Hospital	Dr. Indrajit Pandit	Wadia Hospital
Dr. Rajitha Masra	Bombay Hospital	Dr. Jagdish Patil
Dr. Hasanian Shikari, Saifee Hospital	Bacchuali Eye Hospital	Dr. Gautam Sapre

NGO Sector		
Smilz- Nishkam Seva Trust	YMCA, Colaba Sharan	Toy Bank , Mumbai
Kotak Educational Trust	Sukshanti	Win Homea
Arpan	MuktiSagar Prabodhan Kendra, Uttan	United Way of Mumbai
Aarav Charitable Trust	Majlis Legal centre	Jeevan Dhara
Big Tech Solution	YWCA, Colaba	CASP, Bapnu Ghar, Worli
I.A.P.A. Mumbai	Antarang Foundation	Dilasa,V.N.Desai Hospital Dr.Baba Saheb Hospital
AkhilBharitya Andhashraddha Nirmulan	SNEHA, Sion, Kalwa	Bankin Blaria, Mummum Project

Public and Private Sector		
Brihan Mumbai Municipal Corporation, (BMC)	Mira Bhayander Mahanagarpalika	Credibility Alliance
Colaba, Cuffe Parade, Gorai, Uttan & Mira-Bhayandar Police Stations	Taj Group of Hotels	Bank of Baroda Bank of India
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Fr Hillary Fernandes, Mukti Sagar Kendra, Uttan	Mr. Gavin D'Souza, C.A.	Mr. Rakesh Kapoor, Advocate
Fr. Nigel Barrett, Holy Name Cathedral	Fr. Maxwell Furtado, Principal, St. Joseph's High School, Uttan	Fr Leslie Malya, Mukti Sagar Kendra, Uttan
Ms. Punam Khuman, Ms. Jyoti Choudhary and Smilz team	Mr. Rajendra Lokhande, Mumbai Mahanagar Palika	Ms. Purnima Mirchandani
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Mr. Mohit & Ms. Shibani Jhaveri	Mr. Benny, Holy Name High School	Ms. Ankita Shetty, Counselor
Ms. Geeta Sahu	Mr. Manish Ms. Mona Shah	Ms. Kesar Mehta & family

## 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. Our accreditation with Credibility Alliance expired in 2017 and has now been renewed with the validity period from the year 2017-2022.



## Credibility Alliance's Transparency & Accountability Disclosures

### Distribution of paid staff according to compensation levels

Slab of gross salary plus benefits (Rs per month)	Male (No's)	Female (No's)	Total (No's)
<5000	-	6	6
5,000 - 10,000	-	5	5
10,000 - 25,000	1	7	8
25,000 - 50,000	-	4	4
50,000 - 1,00,000	-	1	1
Total	1	23	24

Details of Board Members						
Name	Age	Gender	Occupation	Position in the Board	Total amount paid in last financial year (Rs.)	Form of payment Salary/Consultancy/Honorarium/Sitting Fees/other(Specify)
His Eminence Cardinal Oswald Gracias	74	Male	Archbishop of Bombay	President, Ex-officio member	Nil	N.A.
Ms. Philomina Sequeira	51	Female	Superior, DHM, Nirmala Niketan Institute	Vice President, Ex-officio member	Nil	N.A.
Dr. Geeta Balakrishnan	62	Female	Retd. Principal, College of Social Work, Nirmala Niketan	Chair Person	Nil	N.A.
Mr. Percy Ghaswala	57	Male	Founder Trustee, Ghaswala Vision Foundation	Hon. Secretary	Nil	N.A.
Dr. Frederick Jacob de Souza	76	Male	Advocate & Management Consultant	Hon. Treasurer	Nil	N.A.
Dr. Hazel D'Lima	84	Female	Retd. Principal, College of Social Work, Nirmala Niketan	Member	Nil	N.A.
Dr. Nilima Mehta	65	Female	Professor & Child Protection Consultant	Member	Nil	N.A.
Dr. Lidwin Dias	52	Female	Principal, College of Social Work, Nirmala Niketan	Ex-officio-member	Nil	N.A.
Ms. Kalindi Muzumdar	84	Female	Retd. V.Principal, College of Social Work, Nirmala Niketan	Member	Nil	N.A.
Ms. Jennifer Talwalkar	79	Female	R.S.C.N. (London)	Member	Nil	N.A.
Ms. Anisha Johri	41	Female	Partner, Decorage & Associate, Interior Designer	Member	Nil	N.A.
Fr. Emmanuel K.T.	48	Male	Archbishop House	Member	Nil	N.A.
Dr. Rahul Verma	53	Male	Pediatrician	Member	Nil	N.A.
Fr. Harold Vaz	67	Male	Rector, Holy Name Cathedral	Member	Nil	N.A.
Ms. Nirmala Fernandes	57	Female	Director	Ex-officio-member	Below Rs.1000000 p.a.	Salary



Details of Air Travel by Staff/ Volunteers /and Board Members at the expense of the organization in the last Financial Year.				
Name & Designation of Staff / Volunteer /Board Member	Designation	Purpose of Travel	Cost Incurred (Rs.)	Sponsored (Rs.)
Nil	N.A.	N.A.	N.A.	N.A.

**THE BOMBAY PUBLIC TRUSTS ACT, 1950**  
**SCHEDULE VIII [vide rule 17(1)]**  
**FAMILY SERVICE CENTRE**  
**Registration number: F-425/BOM**

**BALANCE SHEET AS AT 31st March 2019**

AMOUNT	FUNDS & LIABILITIES	AMOUNT	AMOUNT	PROPERTY & ASSETS	AMOUNT
26,985,656.75	TRUST FUNDS OR CORPUS	28,263,117.20	26,786,752.82	CASH AND BANK BALANCES	27,857,174.74
6,362,624.15	CURRENT LIABILITIES	6,431,754.15	5,604,246.07	INVESTMENTS	5,604,553.60
			272,723.51	FIXED ASSETS	231,816.51
			684,558.50	OTHER ASSETS	1,001,326.50
33,348,280.90		34,694,871.35	33,348,280.90		34,694,871.35

**INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2019**

AMOUNT	EXPENDITURE	AMOUNT	AMOUNT	PROPERTY & ASSETS	AMOUNT
1,973,282.76	ESTABLISHMENT Exp EXPENDITURE ON:	2,519,470.38	6,627,630.28 151,938.00	DONATIONS RECEIVED TRAINING PROGRAMME FEES	5,618,598.56 170,131.00
3,584,872.09	CHARITABLE OBJECTS	3,657,987.86			
1,119,771.46	EDUCATIONAL OBJECTS	728,422.00	2,138,476.53	INTEREST AND DIVIDENDS RECD	2,435,518.13
48,126.00	DEPRECIATION ON FIXED ASSETS	40,907.00			
2,191,992.50	SURPLUS CARRIED TO BALANCE SHEET	1,277,460.45			
8,918,044.81		8,224,247.69	8,918,044.81		8,224,247.69

As per our even date

For: FAMILY SERVICE CENTRE

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

Sd/-

sd/-

sd/-

sd/-

sd/-

Mr. G. C. D'Souza

Dr. Geeta Balakrishnan

Mr. Percy Ghaswala

Dr. Frederick J. de Souza

Ms. Nirmala Fernades

Chairperson

Secretary

Treasurer

Director

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

301/C Miranda Apartments, Veer Savarkar Road, Dadar, Mumbai 400 028, Tele: 2433 3106  
Gavin C. D'Souza B.Com., Grad.C.W.A., C.S., Dip. in Comp Mgt., F.C.A., UDIN 19037939AAAAAC3590

The Members  
Family Service Center  
Mumbai 400 001

We have audited the attached Balance Sheet of Family Service Center as on 31st. March 2019 and the Income and Expenditure Account for the year ended on that date and a summary of the significant accounting policies and other explanatory information.

The Trust's Managing committee is responsible for the matters stated in the Bombay Public Trusts Act 1950 ( here in after referred to as the "ACT"), with respect to the preparation of these financial statements that give a true and fair view of the financial position and financial performance of the society in accordance with the accounting principles generally accepted in India. This responsibility also includes maintenance of adequate accounting records in accordance with the provisions of the Act for safeguarding the assets of the trust and for preventing and detecting frauds and other irregularities, selection and application of appropriate accounting policies, making judgments and estimates that are reasonable and prudent and design, implementation and maintenance of adequate internal financial controls, that were operating effectively for ensuring the accuracy and completeness of the accounting records, relevant to the preparation and presentation of the financial statements that give a true and fair view and are free from material misstatements, whether due to fraud or error.

Our responsibility is to express an opinion on these financial statements based on our audit.

We have taken into account the provisions of the Act, the accounting and auditing standards and matters which are required to be included in the audit report under the provisions of the Act and the Rules made thereunder.

We have conducted our audit in accordance with the Auditing Standards as per the authoritative pronouncements issued by the Institute of Chartered Accountants of India. Those Standards and pronouncements require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material mis statement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessing of the risks of material mis statement of the financial statements, whether due to fraud or error in making those risk assessments, the auditor considers internal control relevant to the Society's preparation and for presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances. An audit also includes evaluating the appropriateness of the accounting principles used and the reasonableness of the accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

We report that

1. We have sought and obtained information and explanations which to the best of our knowledge and belief were necessary for the purpose of the audit.
2. The Balance Sheet and the Income and Expenditure Account examined by us are in agreement with the books of accounts of the trust.
3. In our opinion and to the best of our knowledge and according to the information and explanation given to us, the said accounts, give all the information required by the Bombay Public Trusts Act 1950, and the Rules made there under and give a true and fair view:-

In the case of the Balance Sheet, of the state of affairs of the trust as on 31st. March 2019

In the case of the Income and Expenditure Account, of the surplus of the trust for the year

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

Sd/-  
(G.C. D'SOUZA)  
Mem. No. F 037939  
PROPRIETOR.

Mumbai: 17<sup>th</sup> August 2019



## Centenary Year Bonanza



### HOUSING LOAN

Interest Rate  
8.25%\*



### VEHICLE LOAN

Interest Rate  
8.75%



### SUPER BIKE LOAN

Interest Rate  
10.25%\*

\*Terms and Conditions Apply



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## **Family Service Centre**

*Member of Credibility Alliance*

Registered under the Bombay Public Trust Act 1950,  
Vide No. F-425 (Bom.) Dated 20 June 1955

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