

# FAMILY SERVICE CENTRE



# 66<sup>th</sup> ANNUAL REPORT 2020 - 2021



## Family Service Centre

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## THE MANAGING COMMITTEE

- |   |  |    |  |
|---|--|----|--|
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| 2 | <b>Ms. Philomina Sequeira</b><br>Vice President          | 10 | <b>Dr. Harry Mascarenhas</b><br>Member   |
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| 8 | <b>Dr. Hazel D'lima</b><br>Member                        |    |  |

## THE FAMILY SERVICE CENTRE TEAM

### Director

Ms. Nirmala Fernandes

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### Program Officers

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

Ms. Indira Ullas  
Ms. Avanti More  
Ms. Asmita Bhaskar  
(resigned December 2020)

Ms. Vanita Salunke  
Ms. Hema Garea  
Ms. Sanober Shaikh  
(joined February 2021)

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### Administrative Staff

#### Accounts Assistants

Ms. Sujata Manerkar  
Mr. Vitu Thakur  
(joined December 2020)

#### Office Assistant

Mr. Ravishankar Varne

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### Community Health Workers

#### Para Professionals

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

#### Balwadi / Study class / Tailoring

Ms. Meera Jadhav  
Ms. Vandana Bhosale  
Ms. Ahmadi Shaikh  
Ms. Flevina Gonsalves  
Ms. Pramila Darja  
Ms. Kausar Shaikh

Ms. Shakuntala Mourya  
Ms. Shraddha Kasar  
Ms. Padma Gaikwad  
Ms. Sureka Varekar

## 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.



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## Chairperson's Message

FSC has been working in the field for more than six and a half decades and has been required to meet the current and complex needs of our community members in these difficult times of the pandemic. People continue to face risks and hardships. This is also accompanied by scarce resources, helplessness and hopelessness at times.

Our social workers had to deal with several issues during this time as they themselves were not prepared for the consequences of such a pandemic. The pandemic has increased the risk of all forms of already present malnutrition among children as well as maternal malnutrition. Our team encountered food needs of client groups every day in the field. In this field intervention, they drew on resilience of people and relationship-building strategies as well as strengths-based practice.

COVID-19 changed the context of information technology used globally. With restricted face to face practice, nearly all communication with women and children in our communities shifted to zoom, whatsapp, skype, etc. This presented a paradigm shift for our social workers. They are now required to use diverse ICT options depending on the situation and the client groups. Necessary creativity in the use of these media options is required; there is greater awareness about people's degree of internet access and related difficulties; and issues related to maintaining confidentiality and privacy is required to be taken care of.

In all COVID-19 related needs, we cannot lose sight of the fact that people will continue to experience breakdown and crisis and hence may require routine support services. As an organisation, we have hence made efforts to strategize and relook at our role, given the current and immediate needs of those whom we work with.

Thank you

**Geeta Balakrishnan**  
Chairperson



## Through the Directors lens

The year gone by, marked by the coronavirus has most certainly left an imprint, it being so very different and overwhelming, affecting the lives of people worldwide.

At the close of the last financial year, the Covid pandemic struck and now, a year later it continues to wield its strong presence. India together with most other countries faced a lockdown situation for a large part of the year, several lives were lost and several more were drastically affected facing ill health, tragedy, loss of employment, family strife, loneliness and isolation. At the other extreme, for some, the lockdown resulted in a degree of positivity, bringing families closer owing to slowing down of a very hectic life pace they were earlier accustomed to.



Family Service Centre through its outreach programs strived to bring some relief to those badly affected by Covid 19. Many of our clients both in the communities of Colaba and Uttan, faced severe difficulties related to health, loss of a family member, loss of employment and consequent family income and thus an inability to fulfill their basic needs. Through the support of generous donors, funds were raised to provide nutrition supplements to families both in kind and by way of financial assistance. Regular online counselling by FSC program officers during the lockdown further helped clients with the emotional support they needed during this difficult phase.

Intervention in our major services of Educational Sponsorship, Adoption, Bal Sangopan Yojana and Community Outreach though restricted for most part of the year, were kept ongoing. This was achieved through the use of electronic media and following relaxations in the lockdown, with offices allowed to function in a phased manner, intervention was enhanced keeping in mind health concerns, social distancing and protocol to be followed. While the situation was seemingly under control with increased physical interaction, people beginning to get a hold of their lives once more, the country once again faces a surge in Covid cases, thereby bringing the situation almost back to square one.

Sincerely hoping the year ahead will prove to be brighter, positively moving forward against all odds.

We express our deep gratitude to all our donors and sponsors for their very valuable and continued support and assistance especially during this difficult period.

**Nirmala Fernandes**  
Director

## FEW WORDS FROM OUR STAFF



“2021 marks 10 years with FSC. It has been a fruitful experience and everything that I learnt as a student social worker was put in practice”

**- INDIRA ULLAS**



“It’s been 11 precious years working with FSC, got an amazing exposure to enhance my skills and the same continues as I move forward, it has been nothing but an overwhelming journey”

**- SHEETAL REBELLO**



“I joined FSC in 2012, I am still overwhelmed that I have completed 9 years of growing with the organization and what then seemed new is now a major part of my life.

**- VANITA SALUNKE**



The much needed additional office space of FSC



# Introduction

The foundation of Family Service Centre was set in the year 1955 by a group of dedicated women with an outlook to bring change in the most primary unit of society, the family, to build women and children as one unit to thrive in difficult situations. FSC has been standing strong for 66 years, witnessing the hard work of our FSC Team to make it a success, adapting to the changing circumstances and needs. FSC continues to contribute to micro-level interventions and macro-level programs and its ongoing non institutional programs of Educational Sponsorship, Bal Sangopan Yogana, Adoption and Community Outreach have laid a strong foundation in the development of FSC and brought about significant changes in the lives impacted through implementation of these programs.

## FSC WORK AREAS

### Bal Sangopan Yojana

This is a government foster care scheme initiated by the state of Maharashtra and undertaken in 1994 by Family Service Centre and an ongoing program for more than 25 years. The main objective is to provide counselling and financial assistance to the families in crises for their holistic development.

A child is preferably placed with his or her extended family or with a close relative that the child is familiar with following thorough assessment by the social worker. Rendering to the needs of the family during difficult circumstances, especially the ones faced during the covid-19, FSC has continued to support 40 children under this scheme in coordination with the Department of Women and Child Development, Mumbai and Child Welfare Committee, Mumbai.

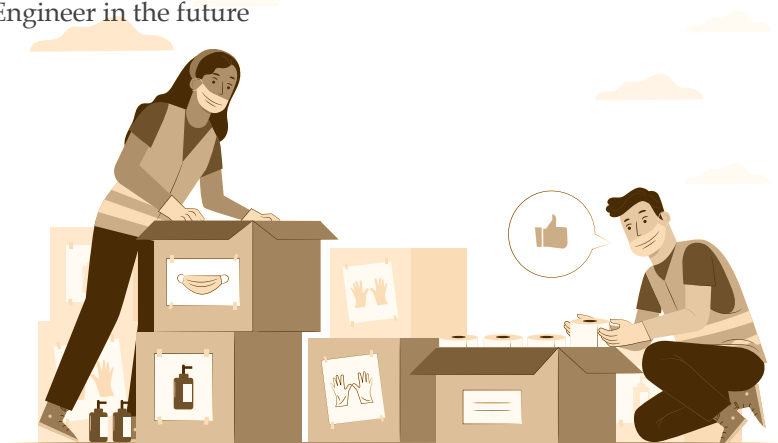
During the lockdown, FSC in coordination with DWCD conducted regular online interviews with the children in the program to counsel, assess and provide additional assistance where required.



#### Case study:

Rishi is a 15-year-old boy studying in Std.III at a special School for the Deaf and Aphasia. He stays in a small house along with his family consisting of 4 members. His father is a security guard while his mother is a domestic worker but together they are unable to meet the needs of their family with 3 growing-up children. Out of the three, two of them, Rishi and his younger sibling have hearing impairments while the elder brother suffers from diabetes. They approached FSC and considering all the factors they were included in the BSY program.

Enrolling them in the program has proved to be extremely helpful with respect to providing counselling and financial assistance. They got a cochlear implant done for both children through a well-wisher. Through regular counselling sessions with the social worker, the parents, though uneducated understand the importance of education and want their sons to have a better standard of living. All this has made an impact in Rishi's life too, he has started to gain interest in studies and also acquired the skill of lip reading. He engages his parents and siblings in learning sign language for better communication among them. He is extremely fond of drawing and aspires to become a Computer Engineer in the future



## Adoption

Adopting a child is a beautiful process of building a family through, dedicated, enduring love. FSC believes in nurturing families as a unit and has been placing children in adoption since 1962. From 2015, the process of adoption is routed through CARA, a government statutory body, that forms an integral part and works in the best interest of children. FSC's concerned efforts are to ensure a suitable family for the child and simultaneously assist the birth parent to be rehabilitated back into the society.

A seamless working of the adoption system provides the link between the child and the family. The year that went by has tested this system like never before and the challenges were many with not all of them being positive. Adoptions had almost come to a standstill for over 4 months and children and parents had to wait longer than usual to come together as a family. FSC provided counselling and emotional support to the parents and tried to make the wait a little less difficult. Fortunately the children who were with us during the period had the unwavering support and unconditional love of the foster families. FSC welcomes two new children during these trying times and a total of 15 adoptions were completed during the year.



### Sharing from parents waiting for their baby during Covid times

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*“When we put in our papers for adoption, little did we know about how everything would pan out. My husband and I have always wanted a family. We'd been trying to get pregnant for years and endured difficult years of infertility treatments and finally an unsuccessful pregnancy. The natural road then became adoption for us without any doubt. We decided to adopt a slightly older child, 3 years and above.*



*FSC was most patient and encouraging with us from reviewing our documents, submission and answering our questions always. The days are quite long. It is filled with checking the system almost every week to see if your number have moved up the list, filled with the guessing game of 'when will my turn come ' And then it happened. we got our referral.*

*But there was the pandemic followed by the lockdown in March. All of a sudden our baby was near and yet so far. I remember I would call our case worker at FSC every week to find out our status, and she would reassure us that our daughter was ours and nothing would / could change that. We would call our daughter and we would talk to her in Marathi or Hindi so that she would not forget us. Every call to the orphanage was heart breaking The adoption road isn't an easy journey.*

*When we got the opportunity to meet her in February 2020, I vividly remember that my husband and I were in our respective work meetings. I was speechless when the agency said we could meet her that very evening. When we went to see her, we had to wait at the orphanage's office. I am quite sure the wait was just 20 minutes, but at that point it seemed like an hour. She was ours from the time we saw her. My husband and I went home all smiles getting all the paper work ready for resubmission. We also knew what we would name her.*

*When we finally got a call to bring her home it was June 30th, 2020. Our little one came to her home on July 1st, 2020. Our life has been different. Every day is a new day filled with her snuggles, her hugs, her squealing, her laughter, her little big talks like, "Mama, I'll eat after 100 minutes ok", her dancing sessions with her father to all the filmy numbers. She is our blessing. To end this I would like to add that adopt a child because you love a child not because you feel sorry for them. Adopt a child because you have a loving house that will become a loving home with all the memories you build together”.*



## Testimonial from a single parent

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*“I am glad to share my testimonial and experience on adoption. I am a single parent, always wanted to adopt and making the decision to adopt came natural to me. I just think adoption is a great way to start a family. I registered with CARA and got an intimation in March 2020 about reservation of my child from FSC. Due to Covid 19 pandemic last year and further lock down for 3 months, we were not able to proceed. FSC and myself were constantly in touch during the lockdown. I am so thankful to them for helping me to make this dream come true.*

*My Program Officer did a superb job with well-planned preparation, coordination and facilitation in the whole process. Entire team of FSC made my adoption journey comfortable and smooth during the pandemic. The adoption finally took place during the unlock period of Covid on 29 July 2020. I am so grateful to the foster family for taking care of my child. They are really wonderful and a kind hearted family who were helpful during both adoption and post adoption. They shared their ideas and thoughts which helped me for future plans and preparation. As per government regulation, the foster family got covid-19 test for the baby before travel.*

*Meeting him and building a relationship while I waited, knowing that we are forever bonded happened the day I got to hold my baby for the first time and when he referred me to as dad, no experience can even come close to being as amazing as that is. I am really blessed to have my wonderful parents and of course my sister and family who have always been supportive and encouraging throughout the adoption process”.*

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## Foster family parenting

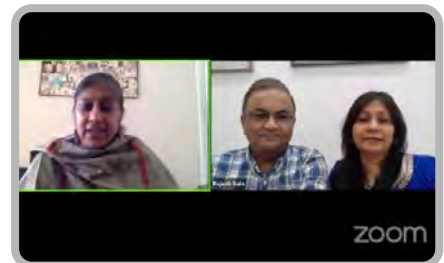
FSC is blessed to have the support of foster families that provide our children with a nurturing family environment before being in the arms of adoptive parents. Foster families are from varied backgrounds and always ready to care for the children till a permanent family is found. The families are provided with constant support and training to enhance their childcare skills and a platform to share their issue and concerns. Their dedication and love shown to the children especially during these covid times is immense.

Keen to spread the concept of foster care and encourage more families to foster children, 2 of our foster mother Ms. Sangita Gala and Ms. Gitanjali Rohokale have been actively involved on social media platforms participating in several discussions on the same.

Through the efforts of Ms. Gitanjali, FSC also arranged to conduct awareness related to the process of adoption and child trafficking at a few police stations in the suburbs.

## A search for roots

Adoption plays a vital role in bringing families together and filling them with smiles. As children grow, although settled well in their respective families, their curiosity to know about biological links increases and as stated under the UN convention on the Rights of Child, children have the right to know of his or her origins. In the event that the adoptee contacts the agency, post the age of 18, legally they are to be assisted with their queries including a root search if requested. FSC continues to assist several adoptees in this process. While some continue to have queries, most are pleased with the support and information shared which offers some degree of closure to their quest





## Educational Sponsorship

One of the early interventions of Family Service Centre initiated in 1963, the Educational Sponsorship Program focuses not only on the educational aspects, but also encourages students to explore their hidden talents or their areas of interest through appropriate individual counselling. Parents and children are also motivated towards personal and community health and hygiene.



During this year, 450 students were assisted by FSC through the sponsorship program, thus encouraging them to complete their graduation or vocational courses to seek employment opportunities and contribute in enhancing their family circumstances. They are encouraged to be a part of various other programs for children and women, including Balmandal, Balwadi, Study Class and Self Help Groups. The allotted program officer checks the progress in terms of academics, extra-curricular and their social behavior in natural settings of the child by visiting their home and school. Due to the ongoing pandemic, clients were initially unable to visit and meet their social worker at the agency. However contact was made through whatsapp group and video calls, thereby enabling and facilitating continuity of the program. Many sought counselling for the difficulties faced owing to the pandemic.

### Success Story:

Kartiki, a 13-year-old girl enrolled in the sponsorship program, stays with her mother and her siblings. Since the recent death of her father, she and her family have been facing emotional and financial crises. They stay in a joint family and her uncle was harassing them to leave the house after her father died as it belonged to both of them. Kartiki's mother, reserved by nature was withdrawn after her husband died and decided to leave her house and settle in their village instead of fighting for her rights.



After the social worker's intervention and counselling, she got some confidence and with the help of her relatives, legally decided to settle the issue by selling the house and distributing the amount equally to all. With the amount they will purchase a home separately which will also be safe for the children. Kartiki's mother was completely dependent on her husband, and as a stay-at-home wife, she never went outside to work. After continuous counselling, she was encouraged to start her own tiffin service cooking lunch for approximately 7-8 office going goers. She now feels independent and able to provide for her children and is also looking forward into expanding her tiffin service.

## School Intervention

Due to the ongoing pandemic FSC's school intervention program in the four schools was put on hold as our staff were unable to reach out to the schools due to online lectures. Earlier we would meet the students once a week and conduct sessions as per the need and suggestions from the school faculty.

In the year before the pandemic, the Education Department discontinued the practice of permitting NGO's to take sessions in the school campus as it affected their syllabus. Thus FSC conducted sessions at the Centre but with online teachings it has not been possible in the current year. Students however stayed connected to us through whatsapp groups and calls, social workers motivated and encouraged them to attend the school online classes and also benefit through self-learning. The social workers were also in constant touch with the teachers who shared the multiple issues that the children faced and causes of disinterest because of online classes.



# Community Intervention at Colaba and Uttan

## Programs for children and youth

### BALWADI

The main aim to initiate the balwadi program is to instill a sense of confidence and the habit of going to school, shape their initial years of development and build interest to learn new things. A total of 64 children were registered under the balwadi program from Ambedkar and Colaba community; while 20 children enrolled at FSC's Uttan balwadi class. With the ongoing pandemic, the program explored new ways to reach out to the children through the means of technology thereby ensuring health and safety aspects. Teachers were trained and monitored for checking the worksheets. FSC continued to give each child an "Appreciation card", recording their progress on completing the academic year thus, a formal record of their studying in Pre-School.

- Got our young ones enrolled for online classes and videos were circulated related to alphabets, nursery rhymes and numbers.
- Weekly online session with parents and children on topics like nutrition, cleanliness, childcare and others.
- Online celebration of major festivals.
- Preparing children for school admission.



### BALMANDAL

These are groups created for children who fall under the age group of 9-14 years and meet at the centre on a weekly basis for an hour or two. Various activities are conducted under the Balmandal program like quiz, craft and drawing activities, teachings on equality and value education. FSC also celebrates festivals on a small scale and explains the importance of these. Networking continued with Smilz Foundation who provided all amenities required to conduct a particular session. Our individual dedicated donor Ms. Sangeeta Gala too often assisted with programs and arranged for providing children with delicious snacks after sessions.



### STUDY CLASS

Study class started in Colaba with the aim of providing a suitable space for children to study as they lack this at home. It also helps them to clear their doubts and difficulties with the assistance of trained professionals appointed especially to cater to the needs of the children. On a weekly basis Yoga class is conducted as part of extracurricular activities and to increase concentration in their studies. Festival celebrations and English speaking classes are also included based on the syllabus prepared at FSC with regular assessment carried out.



#### Case study:

Gaurav is a FSC sponsored student from Colaba studying in SYJC. During his monthly interactions with the social worker, it was observed that Gaurav had a good command over English and was keen to serve the community. Since a lot of the community children struggle and need guidance to learn the language and as in the current pandemic situation it was difficult for an outside instructor to come and teach the children, the social worker asked Gaurav to consider teaching English to the community children. He readily agreed and showcased interest in planning for the same.



At present with FSC guidance and Gaurav taking it forward, there is a regular English speaking batch for children from Monday to Saturday at the FSC community centre and a total of 25 children attend. Gaurav says, "I am glad I got this opportunity to make a difference in my community. It has helped me to improve my verbal skills and express myself through words and this gives me satisfaction. When children enrolled that had difficulty in reading, it has been 3 months now and I am proud to say that they can read sentences on their own."

## ADOLESCENT GROUPS

Once a week, girls participate in an hour long session from both communities in Colaba. FSC follows the ARPAN module through interactive sessions with inclusion of ice breaker games and exploring one's inner self and by this means to sensitize them and educate them on sexuality and changes that take place as they grow.

Zontom, a silicon product company, collaborated and held a session on freedom to Stand & Pee and girls were made aware of Urinary Tract Infections. The organization also distributed reusable female silicon urinator to all the girls who attended the session along with the staff of FSC.



## Programs for women

### Ante Natal and Post Natal Care, ANC-PNC

As hospitals visits became difficult during covid, pregnant women faced a lot of challenges. Community health work followed up with ANC-PNC women, particularly with respect to medications, immunization, hospital registration for childbirth, and precautions due to the covid19 pandemic. Once a week, the program officer would communicate with the women via video conference. Then, following some relaxation in restrictions, as not everyone had the opportunity to attend a video call, clients were called in small groups and sessions were held referring to the "Pallavi module".



### Case study:

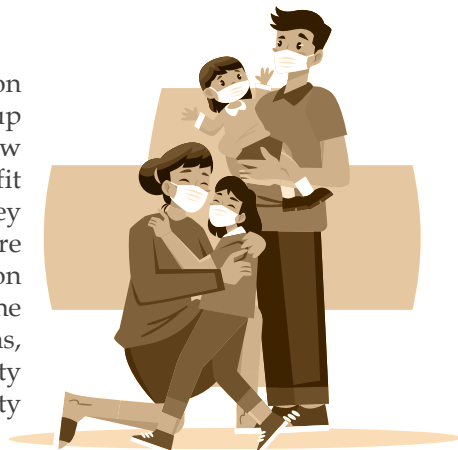
Rakhi, a beneficiary of FSC's ANC-PNC project got pregnant for the first time in ten years. She came in contact with FSC when she was 6-7 months pregnant and due to corona virus the situations in hospitals was a little tense, especially at government hospitals, so they contacted a few private hospital but the charges were high, but they finally registered at one. FSC volunteer was in constant touch with them; monitoring the medical details and counselling both parents. Her family was not in the position to pay the expenses in a private hospital but they had to take the necessary precautions in the pandemic, so they paid for expenses using some of their savings they got from being a part of FSC's SHG group. Rakhi is now blessed with 2 healthy baby boys and both are doing well, her family is very happy. She is thankful towards FSC for their positive support, counselling and nutrition assistance.



Neha, a resident of Uttan, 43 years of age and suffering from Asthma was pregnant for the 3rd time. During a regular check-up visit to Indira Gandhi hospital when in her 7th month, she was diagnosed with blood pressure and advised to seek help at a city hospital. As corona cases increased in Mira Bayandar she was extremely worried and contacted FSC para professionals at Uttan, keen to meet them and asked for their help. Video and phone calls failed to calm Neha, thus our staff arranged to meet her personally. Taking all possible precautions they met her along with her husband and explained the process and assured them of guidance along the way. They suggested she register at Wadia Hospital where she went with her husband but returned disheartened as they told her to get herself first tested for covid. Feeling disappointed she called the para professional worker who in turn helped her understand that getting tested for Covid was the need of the hour and it was for the betterment of the baby and the mother. The para worker through her contacts got in touch with a nurse from Wadia and helped Neha and her husband when they visited the 2nd time. She tested negative for Covid and later delivered a healthy baby in August 2020.

## Family Health

A significant program of the community work that provides in-depth information of the families in the community and helps them grow by identifying the group they fit in based on their needs. Home visits are made to inquire about health, how they are managing the household, if they are able to take advantage of the benefit provided by different government schemes and to overcome difficulties that they face on a regular basis. This year Family Health identified those who are unemployed but have the right amount of inspiration and courage to start up on their own and FSC has contributed to this by providing them loans through the assistance of Wide Horizons, to start their own business. In recent months, following the relaxation of the rules in the event of the pandemic and taking safety measures a total of 60 lane meetings were held on topics like Corona virus, Safety measures and related issues



## Self Help Groups, SHG

Self-help groups are set up to improve community relations, strengthen social awareness and concerns through group discussions to instill savings habits and access group loans when needed.

It helps to stimulate the minds of members by raising issues that are relevant to them. Through SHG, FSC has created a space for women to come forward and share their family problems and thus build a sense of self-worth. At present there are seven group divided as per the areas in the community, each group consists of about 11-13 people.



## Vocational and Skills Training Program

Vocational training began with the subsequent motivation of developing and fostering confidence among community housewives. Smilz organization collaborated with FSC and diligently pursued the project, provided equipment and following marketing strategies, secured orders for women thus encouraging housewives in our community to work diligently and earn an income.

At Uttan this year, to ensure health precautions and safe distancing, 2 tailoring batches were held for the women as several registered to learn and they successfully completed the 6 month course. In October, FSC commenced with tailoring classes for women at the Colaba Community Centre. Twenty four girls/women enrolled, once again held in 2 batches. Classes were held trice a week for two hours. With the regular program an add on was done to teach them to make masks and a session on saving, health and hygiene was also conducted.



## Duster making:

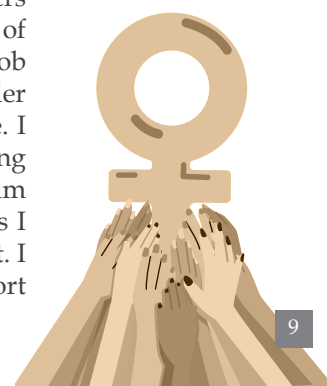
This year, in October, orders to prepare cloth dusters were received from Taj Wellington Mews. Around 12-13 women from the community are a part of this project and once in two months they received orders, completing a total of about 4000-5000 dusters. Each woman earned around Rs.300-Rs.400/- which helped them with the purchase of household items.

### Case study:



Pranita from the Skills Training project expresses her gratitude.

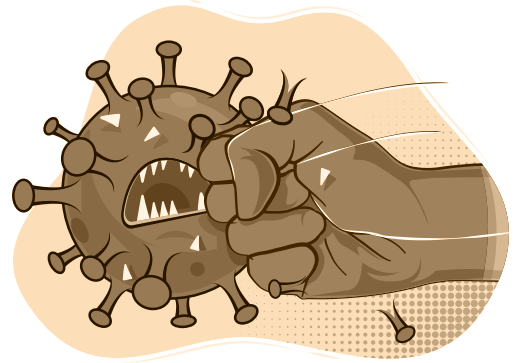
"I had done a tailoring course 4 years ago and used to take small orders within the community, the earnings were insufficient and I had a burden of repaying for the machine I purchased. My husband has a housekeeping job but due to his illness, half the money is spent on medical expenses. My elder son lost his job during Covid and my younger son is studying in college. I came across FSC 2 years ago and was introduced to the skill training program and have been a part of it ever since. I try and take maximum orders and make it a point to deliver it on time. Over the span of 2years I have repaid  $\frac{3}{4}$  of the loan and will soon be reimbursing the entire amount. I am extremely proud that I was able to use my tailoring skills and support my family. I am thankful to FSC for their constant support."



# OVERCOMING CHALLENGES AMIDST COVID 19

Globally, the world has been affected by COVID-19 and we all witness changes in our daily lives, adapting to new ways of functioning. At FSC, adapting to change, working towards it and making a difference for our community and clients has always been a priority. Unable to organize weekly camps for our Balmandal group, FSC organized online activities every fortnight to occupy them and build their creative thinking. Much monitoring had to be done as ANC/PNC families encountered difficulties in hospitals. FSC was able to fundraise through WHFC and individual donors by providing rations for those in need. Significant changes were observed in vocational training programs when FSC managed to secure orders for women who could contribute to their families. We adopted the method of video call since monthly meetings were not possible. Social workers focused primarily on motivation with positive thinking and the maintenance of their hopes that things would fall into place. Family counseling was focused on helping each other through this crisis. A large number of behavior changes were noted as families adjusted into small spaces.

As far as adoption was concerned, children had to stay in foster care longer than estimated owing to major delays in the adoption process but we were fortunate that our foster parents continued to willingly care for the children. We had the support of some extraordinary doctors who guided us all along. So also, extensive co-ordination of DWCD, SARA and CARA with intensive monitoring on a daily basis. Social workers connected with foster families two or three times daily via telephone and videoconference extending counseling and support. There were also children arriving during the year, and social workers were required to take risks and go to the hospital to take the children and place them in foster care. Slowly as things got better the process of adoption got back on track.



## COVID-19 RELIEF

There was a pressing need for distribution of rations among our clients, especially those who used to earn daily wages and were now faced with no source of income. FSC raised over 4 lakhs through the goodwill of our donors and well wishers and together with assistance received from Wide Horizons For Children, WHFC, arranged for providing assistance, both monetary and in kind to over 650 families in Colaba and an additional 100 families in Uttan. Very needy families were identified and provided the aid and subsequently assistance was provided to women who were part of our skill training, SHG's, ANC-PNC programs and parents of Balwadi children.

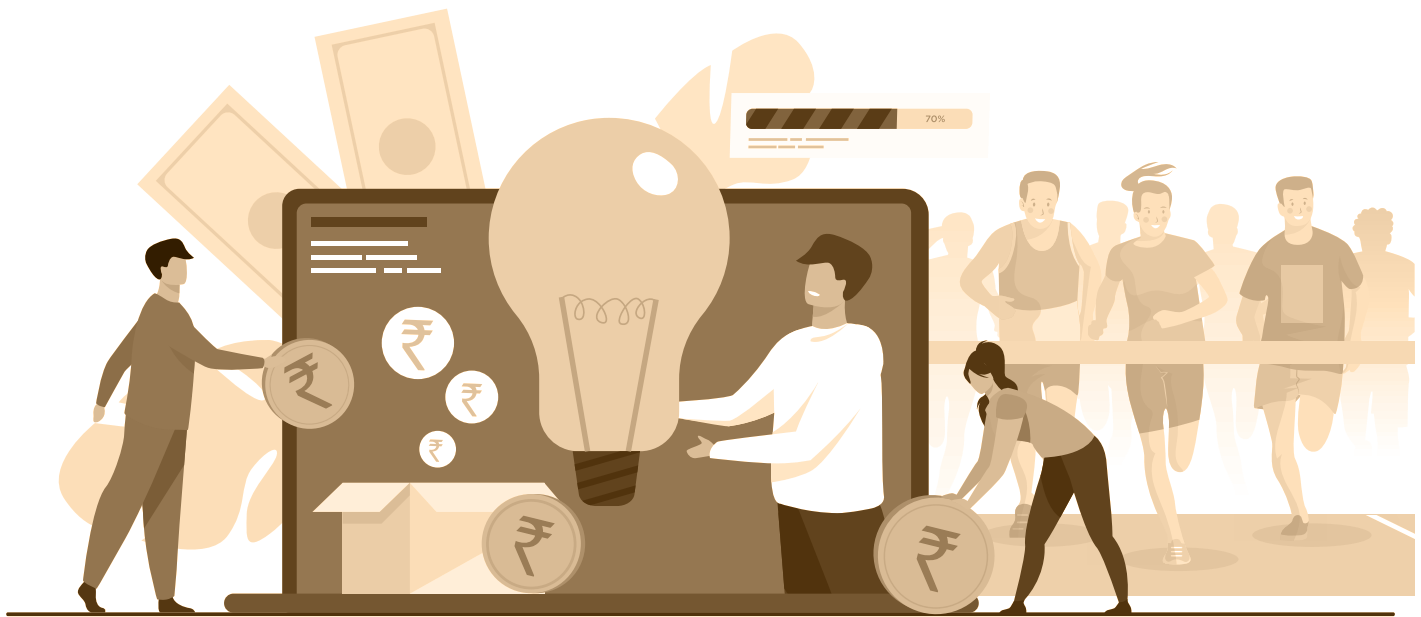
Assistance in kind was once again provided early this year through the goodwill of WHFC to all our sponsored students, many of whose families were facing difficult times owing to the lockdown.



# TATA MUMBAI MARATHON

The Tata Mumbai Marathon (TMM) is amongst the most popular marathons in the world. As the event's philanthropy partner, United Way Mumbai promotes and facilitates the fundraising using the Mumbai Marathon platform and disburses donations raised to respective participating NGOs. FSC has been participating in this event for over 10 years and are thankful to our donors and main supporter, Ms. Anisha Johri for raising funds for FSC through this platform.

This year owing to the pandemic, the organizers have postponed the event. FSC looks forward to the support from well-wishers in these challenging times through the digital platform to be provided by the organizers.



## 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, thus taking our work forward.

### Project Funds

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

Educational Sponsorship, Community Development Project and Covid 19 Relief Fund

Rs.27,36,535.00

**Chance of Life, Germany**

Educational Sponsorship, Community Development and Project Uttan

Rs.17,48,000.00

**Iris and Max Romer, Germany**

Educational Sponsorship and Balwadi Project at Uttan

Rs.7,13,600.00

**Ador Welding Limited, Mumbai**

Corporate Social Responsibility, CSR Funding for Community Development Program

Rs.5,35,000.00

## Donors

### Up to Rs.5000.00

Mr. Mahendra Wagh  
Ms. Aparna Gupta  
Ms. A. Alphonso  
Mr. Bajrang Agarwal  
Ms. Yamini Jahala  
Ms. Farahat Jasani  
Mr. Faulds Stephen  
Ms. Brigitte Gnanou

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

Ms. Shruti P. Savla  
Ms. Varsha S. Kewalramani  
Mr. Alexander and Mr. Thomas Plappart  
Shri Tokarshi Velji Vaghani Manav Rahar Nidhi Trust  
Ms. Frida Svensson  
Ms. Sarita Patel

### Rs. 5001.00 to Rs.10,000.00

Ms. Julie Lenkiewicz  
Wellwisher for client Siddhappa

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

Mr. Rahul Johri  
M/s Lifeline Pharma  
Mr. Sunil Rohokale  
Dr. Rekha Solomon

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

UK Online Giving Foundation  
Dr. Geeta Balakrishnan, Corpus Fund  
Mr. Pishu Girdhar Chanrai

### Above Rs.1,00,001.00

Savitri Ben Daiya Charitable Trust  
Mr. and Mrs. Pot Reijnhondt

## Sponsors

### Rs. 5001.00 to Rs.10,000.00

Mr. Rajkumar Agarwal,  
Sneha Zawar  
Ms. Freyan Captain  
Mr. Yohan Captain  
Mr. Namit Shah  
Ms. Sarita Patel  
Ms. Brigitt Courault  
Dr. Hartmut Goldstein

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

Dr. Kulwinder Singh Dua  
Mr. Ferris Virani

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

Ms. Vera Merwanji  
Mr. Darryl Athaide  
Ms. Kiran Kamath  
Ms. Lakshmi Pardeshi  
Mr. Prasad Kadam  
Mr. Rahul and Ms. Gauri Pradhan

### Above Rs.1,00,001.00

Ms. Frida Svensson

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

Mr. Kalathur V Govindrajan  
Dr. Sarat K. Donepudi  
Ms. Priya and Mr. Samir Subberwal  
M/s. Life Line Pharma  
M/s. Searock Fisheries

### Rs. 5,00,001.00 to Rs.10,00,000.00

Spence Chapin Services, Dr. Anju Goel

## Covid 19 Relief Fund

### Upto Rs.5000.00

Ms. Ritika Shah  
Ms. Rupa Shanbhag  
Mr. Mahendra Nanasaheb Wagh  
Dr. Seema Balakrishna Srikrishna  
Mr. Ashish Humane  
Mr. Sameer  
Mr. Ganesh Narayan  
Mr. Vinay Balakrishna  
Ms. Arka Prabha Bhar  
Mr. Akruti Jay Mehta

Ms. Shraddha Ghatghe  
Mr. Himanshu Sinha  
Ms. Farhat Jay Jasani  
Ms. Vidya More  
Ms. Farhat Jay Jasani  
Mr. Bahubali Shah  
LT .CDR. Ravikant  
Ms. Srutaban Mukhopadhyay  
Mr. Tamizh Arasi  
Mr. Niraj Mahesh Asher  
Ms. Monica Asher

Ms. Priti  
Ms. Mrudul Onkar Dabeer  
Ms. Rixilla Munis  
Ms. Flevia Safya  
Ms. Sushila Gabru

**Rs. 5001.00 to Rs.10,000.00**

Mr. Nikhil Arni  
 Mr. Julius Arun Kumar  
 Mr. Sunny Kumar Gangar  
 Ms. Mitali Ramkumar  
 Mr. Arpan Sur  
 Ms. Tressa Jacob

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

Ms. Meena and Mr. Sunil Pillai  
 Ms. Shilpa Rahul Karnavat  
 Dr. Rekha Solomon  
 Ms. Rochelle and  
 Mr. Farhad Captain

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

Mr. Henry Brockman

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

Ms. Nishkam Seva Trust  
 Mr. Kiran Nair  
 Mr. Suresh R Kewalramani  
 Fabiani  
 Mr. Amit Arvind Ratanpal  
 Mr. Pettarusp Wadia  
 Mr. Gilbert Fernandes  
 Mr. Revin Fernandes

**Donation in Kind**

We take this opportunity to thank everyone who has donated various items namely: baby clothes and accessories, food grains, linen, clothes for all ages, shoes, bags and others.

Dr. P. Wadia	Ms. Surya Balakrishnan and Team
Ms. Vidya Iyer	Mr. Harman Maliye
Ms. Reena Pavri	Ms. A. Alphonso
Ms. Prachi Agrawal	Ms. Pooja Somani
Niren and Manali Paarshva	Ms. Milly Rodrigues
Ms. Katy Jokhi	Ms. Gauri Palekar
Ms. Jennifer Bharucha	Mr. Bosco and Family
Mr. Suhail Ismail Shaikh	Mr. Jitu Ramani
Ms. Sera Mathias	Ms. Saloni Malkani
Mr. Ravi Yadava	Ms. Nisha Damani
Ms. Rita Barretto	Mr. H.D. Davar
Ms. Nishita Jasani	Ms. Uma Zaveri
Mr. Vijendra Singh	Ms. Suchita Damani
Ms. Shobhana Jain	Mr. Sushil Muzumdar
Ms. Suhagi Dhaval Parekh	Ms. Khurshid Buhariwala



# NETWORKING

EDUCATION SECTOR		
College of Social Work, Nirmala Niketan,	Holy Name High School, Colaba	Tata Institute of Social Sciences, Deonar
Colaba Municipal Primary and Secondary School,	Janabai Madavrao Rokade High School, Masjid Bunder	St. Joseph High School, Uttan
Our Lady of Dolours, Marine Lines	Ushadevi Waghe School, Colaba	Arvind Gavali College of Pharmacy, Satara
Little Flower of Jesus High School, Marine Lines	St. Joseph High School, Colaba	Bombay Girls High School, Masjid Bunder

ADOPTION AND FOSTER CARE SUPPORT SYSTEM		
Dept. of Women & Child Development, Govt. of Maharashtra	Adv. Rakesh Kapoor and Company, Advocates	Indian Council of Social Welfare (ICSW)
State Adoption Resource Agency (SARA), Pune	Central Adoption Resource Agency (CARA), N. Delhi	Federation of Adoption Agencies ,Mumbai (FAA)
District Women and Child Development, DWCD, Mumbai City	District Child Protection Unit (DCPU)	High Court and City Civil Court, Dadar 29th Court, Mumbai
Child Welfare Committee (CWC), Mumbai City I & II	Child Welfare Committee, (CWC) Thane & Bihar	DCPU Bihar
Foster Mothers ... Ms. Fatima Ansari , Ms. Varsha Kevelramani Patel, Ms. .Geetanjali Rohokale...	Foster Mothers ... Ms. Sangita Gala, Dr. Rekha Ambegaonkar Ms. Farzeen Chaudhary, Ms. Mamta Anand	Foster Mothers ... Ms. Shruti Savla, Ms. Rodhie Hakim, Ms. Maya Balsara, Ms. Priti Dedhia, Ms. Vrushali Kulkarni

HEALTH SECTOR		
Dr Rahul Verma	PHC - Colaba, Uttan	D.S. Research Centre, Andheri
Dr Ashish Pathrikar	Ms. Dhara Bangera, Clinial Psychologist	Hinduja Nursing School
Dr.Mukesh Sanlecha	Dr. Gautam Sapre	Bombay Hospital
Shatabdi Hospital	Dr. Jayalakshmi Jayaram	Dr. Neeru Vithalani
KEM Hospital	St. George Hospital	Small Wonders Clinic, Santacruz

## NGO SECTOR

Smilz- Nishkam Seva Trust	YWCA, Colaba	CASP
Kotak Educational Trust	Big Tech Solutions	Win Home, Santa Cruz, Kalyan
I.A.P.A. Mumbai	ARPAN organisation	United Way of Mumbai
Bapnu Ghar, Worli	Shishu Aadhar	Manav Seva Sangh, Sion
Toy Bank , Mumbai	Kotak Unnati	Jeevan Dhara
	Majlis Legal Centre	Antarang Foundation

## PUBLIC AND PRIVATE SECTOR

Brihan Mumbai Municipal Corporation, (BMC)	Mira Bhayandar Mahanagarpalika	Credibility Alliance
Colaba, Cuffe Parade, Gorai, Uttan & Mira-Bhayandar Police Stations	Taj Group of Palace & Hotels Taj Wellington Mews	Bank of Baroda, Bank of India, Citizen Credit Co-operative Bank Ltd.
Smilz Organisation - Nishkam Seva Trust	Skyline Advertisers	Geetanjali and Sunil Rohokale Foundation
Police Stations: Vile Parle (E), Santacruz (W), Vakola, Wadala TT	Vignette Solutions	Unik Printers
ZonTom Organisation	Arihant Computer Systems	Nasscom Foundation

# 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.

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)	Blood relation between them
His Eminence Cardinal Oswald Gracias	76	Male	Archbishop of Bombay	President, Ex-officio member	Nil	N.A.	-
Ms. Philomina Sequeira	53	Female	Superior, DHM, Nirmala Niketan Institute	Vice President, Ex-officio member	Nil	N.A.	-
Dr. Geeta Balakrishnan	64	Female	Retd. Principal, College of Social Work, Nirmala Niketan	Chair Person	Nil	N.A.	-
Ms. Anisha Johri	43	Female	Partner, Decorage & Associate, Interior Designer	Hon. Secretary	Nil	N.A.	-
Dr. Lidwin Dias	54	Female	Principal, College of Social Work, Nirmala Niketan	Hon. Treasurer	Nil	N.A.	-
Fr. Anthony Charanghat	75	Male	Rector, Holy Name Cathedral	Member	Nil	N.A.	-
Fr. Emmanuel K.T.	50	Male	Archbishop House	Member	Nil	N.A.	-
Dr. Hazel D'Lima	85	Female	Retd. Principal, College of Social Work, Nirmala Niketan	Member	Nil	N.A.	-
Ms. Greta Lopes	43	Female	College of Social Work, Nirmala Niketan	Member	Nil	N.A.	-
Dr. Harry Mascarenhas	69	Male	General Physician	Member	Nil	N.A.	-
Ms. Jennifer Talwalkar	81	Female	R.S.C.N. (London)	Member	Nil	N.A.	-
Ms. Kalindi Muzumdar	86	Female	Retd. V.Principal, College of Social Work, Nirmala Niketan	Member	Nil	N.A.	-

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)	Blood relation between them
Dr. Nilima Mehta	67	Female	Professor & Child Protection Consultant	Member	Nil	N.A.	-
Dr. Rahul Verma	55	Male	Pediatrician	Member	Nil	N.A.	-
Ms. Nirmala Fernandes	59	Female	Director	Ex-officio-member	Below Rs.1000000 p.a.	Salary	-

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)
5,000 - 10,000	-	3	3
10,000 - 25,000	2	7	9
25,000 - 50,000	-	4	4
50,000 - 1,00,000	-	1	1
Total	2	15	17

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 31<sup>st</sup> March 2021**

Amount	Funds & Liabilities	Amount	Amount	Property & Assets	Amount
3,483,172.68	Trust Funds	3,483,172.68	31,682,180.87	Cash and Bank Balance	33,208,690.88
31,510.00	Patron Fees	31,510.00	5,568,508.42	Investments	5,643,508.42
67,783.00	Life Membership Fees	67,783.00	213,739.51	Fixed Assets	377,315.51
5,630,372.61	Current Liabilities & Provisions	5,490,513.61	887,593.50	Other Assets	742,718.50
29,139,184.01	Income & Expenditure Accounts	30,899,254.02			
<b>38,352,022.30</b>		<b>39,972,233.31</b>	<b>38,352,022.30</b>		<b>39,972,233.31</b>

**INCOME AND EXPENDITURE ACCOUNT**  
**FOR THE YEAR ENDED 31<sup>ST</sup> MARCH 2021**

Amount	Expenditure	Amount	Amount	Property & Assets	Amount
2,451,730.94	Establishment Exp Expenditure On:	2,241,906.28	2,157,712.63	Interest and Dividends Recd	1,989,170.31
25,000.00	Audit Fees	28,100.00	9,021,413.66	Donations Received	6,801,222.98
37,718.00	Depreciation On Fixed Assets	66,584.00	142,558.00	Training Programme Fees	65,140.00
3,627,513.58	Charitable Objects	3,539,547.00			
723,689.28	Educational object	1,219,326.00			
4,456,032.49	"surplus taken to balance sheet"	1,760,070.01			
<b>11,321,684.29</b>		<b>8,855,533.29</b>	<b>11,321,684.29</b>		<b>8,855,533.29</b>

**As per our even date**

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

For: FAMILY SERVICE CENTRE

Sd/-  
 Mr. G.C. D'Souza

Sd/-  
 Dr. Geeta Balakrishnan  
 (Chairperson)

Sd/-  
 Ms. Anisha Johri  
 (Secretary)

Sd/-  
 Dr. Lidwin Dias  
 (Treasurer)

Sd/-  
 Ms. Nirmala Fernandes  
 (Director)

# G.C. D'SOUZA & CO.

## Chartered Accountants

301/C Miranda Apartments, Veer Savarkar Road, Dadar, Mumbai 400 028, Tel:24333106  
Gavin C. D'Souza, B.Com., C.W.A., C.S., Dip. In Comp Mgt., F.C.A., UDIN 9037939AAAAAC3590

### The Members

#### Family Service Centre, Mumbai 400001

We have audited the attached Balance Sheet of Family Service Centre as on 31st March 2021 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 Trust Act 1950 (herein 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 irregularities, selection and application of appropriate accounting policies, making judgements 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

### 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 this 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 2021

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

under the provisions of the Act and the Rules made there under.

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 misstatement.

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 statements, the auditor considers internal control relevant to the Trust's preparation and for the 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.

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

Sd/-  
(G.C.D'SOUZA)

Mem.No. F037939

Mumbai: 16<sup>th</sup> November 2021  
PROPRIETOR





## **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.