

**FAMILY
SERVICE
CENTRE
2023 - 2024**

**69TH
ANNUAL
REPORT**



FAMILY SERVICE CENTRE

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VISION

Empowering the family, the core unit of society, by creating an enabling and supportive environment, providing counselling 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.

Managing Committee

- | | |
|---|-------------------------------------|
| 1 His Eminence Oswald Cardinal Gracias
President | 8 Fr. Emmanuel K.T.
Member |
| 2 Ms. Sabeena Gonsalves
Vice President | 9 Ms. Anisha Johri
Member |
| 3 Dr. Lidwin Dias
Chairperson | 10 Fr. Anthony Charanghat
Member |
| 4 Ms. Greta Lopes
Hon. Secretary | 11 Dr. Hazel D'lima
Member |
| 5 Dr. Frederick de Souza
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Member |
| 6 Dr. Geeta Balakrishnan
Member | 13 Ms. Anjali Gokarn
Member |
| 7 Dr. Nilima Mehta
Member & Honorary Director | 14 Dr. Rahul Verma
Member |

THE FAMILY SERVICE CENTRE TEAM

Deputy Directors

Ms. Avanti More Ms. Sheetal Rebello

Program Officers

Ms. Vanita Salunke (Left October 2023)	Ms. Minal Rodrigues	Ms. Sanober Shaikh (Left August 2023)
Ms. Hema Garea	Ms. Sneha Mahajan (Joined January 2024)	Ms. Neeta Phale

Administrative Staff

Accounts Assistants

Ms. Sujata Manerkar
Mr. Ravishankar Varne

Office Assistant

Ms. Swapnali Gund

Community Health Workers

Para Professionals

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

Balwadi/Study Class/ Tailoring/ ANC-PNC/Tuberculosis

Ms. Meera Jadhav	Ms. Ahmedi Shaikh	Ms. Flevina Gonsalves
Ms. Pramila Darja	Ms. Kausar Shaikh	Ms. Shakuntala Mourya
Ms. Padma Gaikwad	Ms. Anita Yadav	

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CHAIRPERSON'S MESSAGE

Since 1955, the Family Service Centre has been dedicated to providing holistic development for families through a range of interventions to different target groups in Colaba and Uttan with programs such as Sponsorship, Adoption, Balwadi, Bal Sangopan Yojana, Family Child Care, and Community Development. Our core approach focuses on strengthening inclusive communities with respect and dignity, believing in each individual's potential and fostering self-determination and empowerment.

I am happy to be part of this esteemed organization, which has transformed countless lives and fostered growth. Our Deputy Directors, Ms. Sheetal Rebello and Ms. Avanti More, along with our Program Officers, Social Workers, and staff, have demonstrated unwavering dedication and courage in undertaking all programs overcoming financial limitations. I extend my gratitude to our local donors, especially Ms. Anisha Johri, Ms. Sangita Gala, and all others, whose generous support has been instrumental in advancing our programs and positively impacting the lives of our beneficiaries and their families.

"I extend my heartfelt best wishes to the Family Service Centre as it continues its remarkable work in strengthening families and providing invaluable support."



Dr. Lidwin Dias
Chairperson

THROUGH THE HONORARY DIRECTOR'S LENS

Dear Friends,

It is such an honour and privilege for me to write this message. My association with Family Service Centre (FSC) began in 1974 as a student social worker from the College of Social Work, Nirmala Niketan. A trajectory of 50 years... indeed a very precious journey of my life that I truly cherish.

FSC is a “small” civil society organisation – an NGO that does great work in touching lives of people. Empowering families and supporting communities in their endeavour to face the challenges of life. The focus has been on family based community oriented alternative care for child protection and prevention of family disintegration.

The FSC continued this journey with a commitment to support families and strengthen communities, as shared in this Annual Report. Since 1962, the focus has been on Non Institutional Services like Sponsorship, Foster Care, Kinship Care, Adoption and Community Outreach Interventions.

The organisation believes in people's participation in this endeavour and the communities are empowered to partner in their own development. Networking with other likeminded, value based organisations is a strength of FSC and not working in Silos is a conviction that FSC follows.

Cooperation, collaboration with the government systems provides a holistic opportunity for intervention from the Micro, Meso and Macro level. Contributing to legislation review, policy formulation and development of programmes has been the strength of FSC.

With a great team of Committee Members, generous contribution of donors, a committed team of frontline social workers and you well wishers, we are truly grateful to present this report to you.

**Best Regards,
Dr. Nilima Mehta
Hon. Director**



INTRODUCTION

Family Service Centre (FSC), a community-based organization founded in 1955, has been a steadfast advocate for families for nearly seven decades. Their mission is to support families in need, strengthen family bonds, and empower individuals. FSC prioritizes kinship care and foster care to provide safe and nurturing environments for children while preserving family connections. FSC's commitment to families is evident in their long history of service and their continued dedication to supporting individuals and communities. Through their programs and initiatives, FSC has helped countless families overcome challenges and build stronger futures.

INTERVENTION AREAS OF FAMILY SERVICE CENTRE

EDUCATIONAL SPONSORSHIP

Education is a cornerstone of FSC's initiatives in Colaba. The organization directly supports 370 children by sponsoring their education and closely monitoring their academic progress. Recognising the importance of a well-rounded learning experience, FSC has organised workshops for children to equip them with essential life skills, including body language and interview techniques. FSC organised a heritage walk of the Taj Mahal Hotel for 20 of our sponsored children. The Taj Hotel provided an orientation of its facilities, conducted a drawing activity with the children, and showcased their hotel rooms, auditorium hall, lobby, outdoor areas, pool, and café. The children were also treated to a buffet snack in the hotel's cafeteria and received thoughtful gifts. FSC's commitment extends beyond education to encompass community development and empowerment. They have organized workshops and sessions with parents to address various needs. In April, Rubaroo conducted assessments of children and parents who participated in an awareness program on Child Sexual Abuse (CSA). An Awareness session on Autism was held in collaboration with the Taj Mahal Hotel and TATA Power.



Led by Dr. Ravi Prakash Singh, the session attracted approximately 90 parents. Dr. Omkar Nayak and Dr. Sagar Bhalke from the Psychiatric Department of Sion Hospital conducted a session on child mental health. They discussed various behavioural problems in children, including symptoms and treatment options. They also highlighted government facilities available for children with special needs. The Taj Group of Hotels organized a cancer awareness session facilitated by Dr. Bhavin Visariya. The hotel offered to cover the cost of cancer screening tests for anyone who attended the seminar and identified potential symptoms through self-examination.

Higher Education

FSC's commitment to education has empowered 8 promising students from the Colaba community to pursue higher education in a variety of fields, including Engineering, Occupational Therapy, Physiotherapy, Information Technology, Hotel Management, and Chartered Accountancy. This achievement was made possible thanks to the generous support of Ms. Sangita Rajesh Gala and Ms. Anisha Johari.

Recognizing the financial challenges faced by many students and their families, FSC has been instrumental in providing much-needed financial assistance. With the support of Ms. Sangita Gala's trust, funds were raised to support students' tuition fees and educational expenses directly. This initiative has enabled deserving individuals to reach their academic goals and contribute to the growth of their community

Career Guidance and Development for Students

FSC organized a series of career guidance sessions at Colaba and Uttan to support young people in their career exploration. Ms. Dhara Bangera, a child clinical psychologist, conducted an interactive session where children asked questions and clarified their doubts about career choices. Mr. Mayank Mittal, one of our sponsors, held a specialized guidance session for sponsorship youngsters interested in engineering and banking. Approximately 25 children attended this workshop, benefiting from Mr. Mittal's expertise in the banking sector, as he and his wife work in the field. For final-year students and recent graduates, FSC provided a comprehensive three-hour training session on body language and interview techniques.



Ms. Bhargavi Sawant, an image consultant, conducted this valuable training. Mr. Kunal Khanna, a professional speaker and communication coach, led a session with sponsorship students. He guided 45 students in understanding their personalities and choosing suitable career paths, tailored to their interests.



Success Story



Tanuja

Tanuja resides in the Colaba community with her mother and elder brother. Following her father's passing in 2020, her mother became the sole breadwinner, working at the docks and earning around ₹10,000 per month. Financial struggles arose due to the financial burden of higher education for two children.

Tanuja's mother received counselling that covered the importance of financial management, including budgeting, saving, and investing. With FSC's support over the years, her mother gained control of their finances, stabilizing their situation.

Tanuja's elder brother is currently pursuing a second year in B.Com studies. Financial constraints prevented Tanuja from attending tuition for all subjects during her Higher Secondary Certificate (HSC) education. Despite these challenges, she demonstrated exceptional determination and commitment by engaging in self study at home. Throughout this period, a social worker provided invaluable support and guidance, assisting her in managing exam stress and offering general counselling. Using the study tips provided, she was able to independently learn the entire syllabus for all subjects.

After thorough discussions with the social worker regarding career options in medicine, including practical aspects like fees, Tanuja recognized the advantages of attending a government college to manage the financial challenges of higher education.

Tanuja's perseverance and hard work yielded remarkable results, as evidenced by her commendable 72% score in the HSC examinations, specializing in the science stream. Her performance reflects her dedication and ability to overcome adversity. Encouraged by her achievements and driven by a passion for healthcare, Tanuja aspires to pursue a degree in physiotherapy.

In summary, Tanuja's journey exemplifies resilience and determination in the face of financial hardship. Her academic success and ambition to pursue a career in physiotherapy highlight her commitment to contributing meaningfully to society, despite the obstacles she has faced.



Success Story



Subhana

Subhana grew up in a community where girls were expected to end their schooling after high school and focus on marriage. All her siblings married after completing the tenth grade. Subhana's father also expressed the same expectation for her. Despite this, Subhana was determined to study science. When she initially asked her parents to continue her education, they hesitated due to concerns about societal norms. In their community, it was uncommon for girls to pursue higher studies.

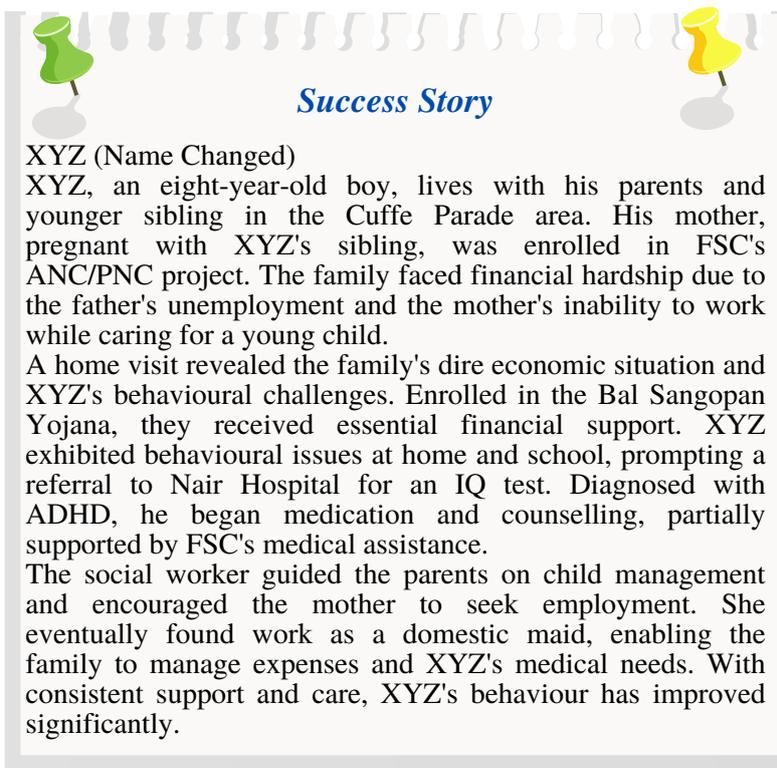
However, social workers intervened, meeting with her family to persuade her parents. They explained the importance of education and its potential benefits for Subhana and their family. Gradually, her parents began to reconsider their stance. Initially, they agreed to allow her to continue until 12th grade but later recognized her passion and the opportunities education offered. Over time, her father became more open-minded and supported her continued studies. She is currently pursuing a third-year Bachelor of Science degree at Wilson College and achieving academic success. Subhana plans to complete a para-medical course after graduation and work in a hospital.

Witnessing Subhana's dedication and success, her parents became proud of her accomplishments. They now fully support her education and have adopted a more positive view of girls' education and traditional gender roles. Subhana's journey demonstrates that determination and support can positively influence traditions, empowering girls to pursue their dreams.

KYANTIJJYOTI SAVITRIBAI PHULE BAL SANGOPAN YOJANA

The scheme of Maharashtra Government previously known as the Bal Sangopan Yojana, underwent a significant overhaul in April 2023. The revamped program, now named Kyantijyoti Savitribai Phule Bal Sangopan Yojana, to families in crisis provides a monthly grant of Rs. 2250 per child, along with an administrative cost of Rs. 250 for implementing agencies. A notable improvement is the direct transfer of benefits to children's bank accounts, streamlining the disbursement process. This year, 36 students were recipients of the scheme.

The scheme has implemented a revised categorization system for beneficiaries, dividing children into four groups: those with single parents, those with both parents, destitute children, and orphans. To ensure accurate categorization, the process of obtaining orphan certificates has been initiated. Additionally, income certificates are being acquired for eligible beneficiaries.



Success Story

XYZ (Name Changed)

XYZ, an eight-year-old boy, lives with his parents and younger sibling in the Cuffe Parade area. His mother, pregnant with XYZ's sibling, was enrolled in FSC's ANC/PNC project. The family faced financial hardship due to the father's unemployment and the mother's inability to work while caring for a young child.

A home visit revealed the family's dire economic situation and XYZ's behavioural challenges. Enrolled in the Bal Sangopan Yojana, they received essential financial support. XYZ exhibited behavioural issues at home and school, prompting a referral to Nair Hospital for an IQ test. Diagnosed with ADHD, he began medication and counselling, partially supported by FSC's medical assistance.

The social worker guided the parents on child management and encouraged the mother to seek employment. She eventually found work as a domestic maid, enabling the family to manage expenses and XYZ's medical needs. With consistent support and care, XYZ's behaviour has improved significantly.

ADOPTION

FSC continued its role as a Specialised Adoption Agency (SAA), offering comprehensive services including counselling, intake, home study reports (HSRs), and post-adoption support. In the current fiscal year, FSC processed HSRs for 25 prospective adoptive parents, completing 16 new reports and revalidating four existing ones. The agency facilitated the adoption placement of seven children, completing necessary legal procedures. Post-adoption support included 30 follow-up visits. The district-level inspection committee carries out quarterly inspections. Family Service Centre (FSC) is dedicated to assisting adoptees in their search for biological family information. They provide support and guidance to individuals aged 18 and older, helping them locate records, connect with potential relatives, and facilitate meetings. FSC understands the emotional journey of root search and offers a supportive environment for adoptees. Root search is a significant step for many adopted individuals. It can provide a sense of identity, closure, and understanding. For some, it's a way to connect with their biological family and explore their heritage. As a Specialised Adoption Agency (SAA), Family Service Centre (FSC) is required to adhere to the Adoption Regulations 2022, Section 47. FSC's commitment to root search is rooted in its belief that every individual has the right to know their origins.



Adoption Promotion Week

As part of Adoption Promotion Week, FSC has created informational posters to raise awareness in police stations, hospitals, community clinics, Public Health Centres, and individual doctors who have been in contact with us throughout the year. The posters provide detailed guidance on the do's and don'ts of the adoption process, along with a concise overview of the legal surrender and adoption procedures. They also highlight the roles of adoption agencies and the registration process through Central Adoption Resource Authority (CARA). We have successfully distributed posters to several locations, with more to follow.



Adoption Promotion Posters



Family Meet Program

The Family Meet program owes much of its success to the invaluable contributions of the Pereira family. Their guidance, support, and suggestions have been instrumental in shaping this annual gathering into a vital resource for adoptive families. The Family Meet program is a valuable resource for adoptive families, offering them a unique opportunity to connect with others who share similar experiences. FSC annually hosts a gathering of adoptive families. By providing a supportive environment, the program helps families feel less isolated and more understood. Families find support, encouragement, and open dialogue about adoption. The program provides a space to celebrate the joy and love that adoptive families share. Conversations about adoption are vital for both parents and children. By sharing openly, parents foster trust, address concerns, and create a sense of belonging. Knowing the story of their adoption helps children understand their identity, process emotions, and build resilience. Families create a strong, supportive, and loving bond by openly discussing adoption.

Temporary Family Care

FSC provided temporary family care for seven new-born's, ensuring their safety and well-being within nurturing family environments. These families were carefully selected and trained to provide optimal care. The agency facilitated a smooth transition of these infants into pre-adoptive foster care settings.

However, a recent government regulation mandating the placement of children aged 0-6 in childcare institutions instead of temporary family homes presented a significant challenge. FSC firmly believes in the importance of family strengthening (non-institutional care), especially for infants who require the nurturing environment of a family. To advocate for this position, the agency engaged in active dialogue with government officials at various levels. Despite this setback, FSC remains committed to promoting family strengthening (non-institutional) and child protection approaches.

A study conducted by Jhmili Chatterjee, a student of the College of Social Work, Nirmala Niketan, explored the motivations and challenges faced by foster parents associated with the Family Service Centre. The research found that people become foster parents because they want to help others. But there are problems with the system that make it hard. Fostering can be good for children for holistic development, so we need to improve the mind set of system.

COMMUNITY INTERVENTION AT COLABA, CUFFE PARADE AND UTTAN PROGRAMS WITH CHILDREN

Balwadi

FSC's Balwadi program provided comprehensive early childhood care and education to 84 children between June 2023 and April 2024. The program focused on holistic development, encompassing nutrition, engaging activities, and early learning experiences. A strong emphasis was placed on preparing children for formal schooling, with children successfully progressing to the next educational level while the remaining continued their pre-school journey.

The Balwadi curriculum covered various essential skills, including alphabets, numbers, shapes, and colours, delivered through interactive methods. A vibrant calendar of events, celebrations, and activities enhanced children's learning and social skills. These included Tiger Day, Friendship Day, Independence Day, Egg Day, Teacher's Day, Makar Sankranti, Republic Day, Holi, Kandil-making day, Diwali, Christmas, New Year, Sports Day, Navratra, and two Toy Bank sessions. Additionally, the program incorporated indoor activities like puzzles, blocks and physical games conducted by a student from Nirmala Niketan.

Collaborations with external organizations - The Toy Bank partnership included monthly visits for toy-based activities and teacher training sessions. Quarterly assessments were conducted to monitor children's development, and appreciation cards were distributed to acknowledge their achievements. The program also prioritised nutritional support and health, organizing health check-up camps.

The Balwadi program plays a crucial role in preparing children for future academic success while providing a nurturing and stimulating learning environment. By combining early learning with social and emotional development, FSC empowers young children to reach their full potential.

Mr Vijendra, a dedicated sponsor, has a tradition of celebrating the birthdays of the children each month. He creates a special occasion with cake cutting. This year, he joined in the festivities by celebrating his birthday with the children from Colaba and Ambedkar Nagar.



Parents' Meeting

Regular parent-teacher meetings play a role in fostering strong partnerships between schools and families, ensuring open communication about children's progress. These meetings offer a platform for parents to discuss their children's academic performance, social development, and any concerns they may have.

At Family Service Centre's, monthly parent meetings are organized to offer support and information to both parents and children. Social workers facilitate these meetings, sharing valuable insights on a variety of topics. Parents feel comfortable discussing their worries and concerns with the social worker, creating a supportive and open environment. Topics covered in the parent meetings include child's assessment performance, children's health and nutrition, FSC rules and regulations, mental health, immunization, health and hygiene, healthy nutrition, and six-monthly assessment updates.

The Bank of Baroda initiative involved providing information about banking schemes designed for children and organizing collaborative workshops. Additionally, parents were informed about the Sukanya Samrudhi Yojana, a government savings scheme specifically for girls. The social worker has observed that fathers are increasingly participating in these meetings, alongside their mothers, demonstrating a growing engagement in their children's education and development.



Success Story



Atharva joined our Balwadi in July of last year. Initially, he cried excessively, was restless, and did not follow instructions. After several attempts to calm him, the teacher successfully helped him settle down and engage in classroom activities.

However, Atharva's speech was unclear. A home visit revealed that his mother had been working since he was three months old and spent minimal time with him due to additional part-time jobs. His father was also frequently absent. Atharva primarily resided with his grandmother.

We emphasized the importance of early parent-child bonding to the parents and explained the potential long-term consequences of limited interaction. They acknowledged the issue and committed to spending more time with Atharva.

Atharva now interacts comfortably with peers and is beginning to speak. Although a doctor has recommended speech therapy, which the parents have initiated, his overall progress is encouraging.



Success Story



Rence, a 3-and-a-half-year-old boy, was born prematurely. His father works as a fisherman, and his mother is a homemaker. He is their third child and suffers from Spastic Diplegia, a condition that affects his ability to walk or stand. Due to Rence's condition, his parents hadn't enrolled him in school. However, during a community intervention visit, the FSC's Paraprofessional advised them to consider enrolling Rence in Balwadi. The Paraprofessional assured them that they would provide appropriate support.

After the suggestion, Rence's parents enrolled him in Balwadi. Initially, Rence felt uncomfortable communicating with his teacher. The teacher understood that he might take time to warm up to strangers but was very talkative at home.

Rence attended Balwadi regularly and gradually became more comfortable with his teacher and classmates. He made significant progress in socializing with other children and participating in classroom activities.

Previously, Rence had sought medical treatment in a nearby area. Despite spending a lot on therapy, his leg condition hadn't improved. The Paraprofessional introduced his parents to the Hajiali Charitable Trust. When Rence visited the Hajiali Charitable Trust, he was initially hesitant to communicate with the doctor. This led to a misunderstanding, as the doctor assumed Rence might have cognitive impairments. However, his parents explained that Rence was active and communicative at home and school.

The doctor requested a video of Rence interacting with others and participating in activities. The Paraprofessional assisted his parents in capturing these moments at school. Based on the video, the doctor prescribed medication and recommended leg exercises. Additionally, he suggested a special shoe for Rence to wear daily. Rence's parents followed the doctor's instructions diligently, and they noticed improvements in his leg condition. He is now able to stand and attempt to walk with support. Rence received free treatment from the Hajiali Charitable Trust, and his treatment is ongoing. His parents are grateful to FSC for the support and resources they have provided. For the upcoming academic year, Rence's parents have enrolled him in Junior Kindergarten.

Balmandal

The Balmandal group consists of children between the ages of 5 and 17. FSC aims to nurture children's confidence, instil essential values, enhance awareness through creative engagement, and cultivate strong character, responsibility, and self-assurance. The group meets weekly to participate in a variety of activities.

With a presence in communities like Ambedkar Nagar, Colaba, Navikhadi, Botodi Bunder, and Bhate Bunder, the Balmandal program has successfully reached a total of 154 children. The program's curriculum encompasses life skills, health and hygiene, child rights, and community awareness, delivered through interactive sessions and practical activities.



Sessions on
Child Right
Child Abuse
POCSO Act
SWOT Analysis
TB
HIV
Cancer

Museum Visit
Art therapy sessions
Summer Camp
Root folkway
New year Party
kite-making activity
Ganpati-making
Activity

personal hygiene
Parental relations
Essay competition
Expressive art
theory on body
movement
changes in teens

Street play -
Gender equality,
education &
Cleanliness
26th January rally
on cleanliness

Celebrated
Cultural festivals
Tiger Day
Constitution Day
Republic Day
Independence Day
Valentine's Day

Raksha Bandhan with
Uttan Sagari Police,
Colaba, and Cuffe
Parade Police
Networking with
Organizations
Diwali Dhamaka

Summer Camp

A summer camp was organized for children from the Colaba, Cuffe Parade, and Uttan communities. Approximately 100 children from Colaba and Cuffe Parade and 70 children from Uttan participated in the weeklong camp. The children had a wonderful time learning and exploring through various activities. The camp featured Lippan art activities by the Smilz organization, craft activities, a drawing competition, and role-playing exercises on everyday relationships, such as parent-child, doctor-patient, and teacher-student. The Toy Bank organization conducted engaging puzzle games. The children also embarked on a two-day museum visit, where they experienced a virtual tour and learned about the art and process of taxidermy. They participated in a fun scavenger hunt on the Children's Museum campus, exploring and discovering various elements in nature.



Additionally, the children had the opportunity to create their toys out of mud and other materials. At the end of the summer camp, Ms. Sangita Gala treated the children to a McDonald's meal and a 3D movie at the New Excelsior Theater.

Diwali Dhamaka

FSC hosted its annual Diwali Dhamaka Camp, bringing together children from Colaba, Cuffe Parade, and Uttan. It was heartening to see 235 children participated, with 140 from Colaba and Cuffe Parade and 95 from Uttan. The camp featured a variety of engaging activities, including lantern making, photo frame and greeting card crafting, and poster design on child personal safety. We extend our sincere gratitude to Smilz Nishkam Seva Trust and our adoptive parents, Mr. Kinnar and Mrs. Kavisha Shah, for their generous contributions to the camp. They conducted a lantern and greeting card-making activity, providing a memorable experience for our children.



Success Story



Bhavya and Kavya

Bhavya and Kavya, the sisters residing in Sunder Nagar, Colaba, were diligently attending school until their mother gave birth to their younger sibling (Anil). In fifth and fourth grade respectively, they were abruptly withdrawn from school to help with household chores and care for their newborn brother. Despite their desire to continue their education, they were unable to attend regularly, occasionally visiting a local community centre, Balmandal.

Volunteers later conducted a home visit during the Reproductive and Child Health (RCH) program, gaining a comprehensive understanding of their family's situation. The social workers' visit was pivotal. They explained to the parents the importance of education for their daughters' prospects. Gradually, the parents began to understand the significance of schooling and its role in positively shaping their children's lives. Eventually, they were convinced and committed to supporting Bhavya and Kavya's education.

Now, both Bhavya and Kavya are thriving academically, demonstrating remarkable diligence and dedication. They not only excel in their studies but also actively contribute to household responsibilities and lovingly care for their younger sibling. They have become active participants in Balmandal community activities.

This transformation has not only uplifted Bhavya and Kavya but has also brought about a positive change in their entire family's mindset. They now prioritize education and are committed to fostering a supportive environment for their children's growth and development.

Study Class

Educational sessions were the cornerstone of the program. Study classes, lasting two hours daily, catered to 28 children in Ambedkar Nagar and 25 in Colaba. These classes provided a structured environment for self-directed study, supplemented by teacher-led question-answer sessions. Creative math and spoken English activities were incorporated to enhance engagement by St. Xavier's College (Autonomous) Social Involvement Program (SIP) students. Recognizing the financial constraints faced by many families, these classes served as a crucial resource for students who couldn't afford private tuition or lacked suitable home study spaces. To monitor progress and provide support, regular home visits and parent meetings were conducted. Beyond study classes, sessions on child rights, health, and personal development were also offered.



Success Story

Aayush

Aayush spent his early childhood in a remote village with limited educational resources. His parents delayed enrolling him in school until the age of six due to these constraints. Last year, the family relocated to Colaba in search of better opportunities and enrolled Aayush in a municipal school. However, he struggled with basic writing skills, resulting in rejection from several tutors.

Determined to support their son, through patient instruction, the study class teacher of FSC helped Aayush master the basics of writing, a challenging but rewarding process. With consistent practice at home, Aayush made rapid progress, surprising everyone with his improved writing abilities. While grammatical errors persist and his handwriting is still developing, his determination and the support system around him have been instrumental in his success. Aayush's journey highlights the importance of perseverance and support in overcoming educational challenges.

Success Story

Aashraya

Aashraya enrolled in a study class the previous year and performed well academically. Despite regular attendance, she was frequently teased by classmates, leading to anger and occasional absences. Concerned about Aashraya's decreased attendance, the teacher investigated but received no explanation from her.

To understand the situation, a social worker conducted a home visit. Aashraya revealed that she had stopped attending class due to bullying. The social worker emphasized the importance of ignoring bullies and building resilience. While Aashraya understood, her parents remained hesitant. Through further discussions, the social worker convinced them to allow Aashraya to continue attending the class.

With renewed commitment, Aashraya completed the course and achieved good grades. Her confidence has significantly improved.

School Intervention Program

A comprehensive value education module was implemented for 7th and 8th-grade students at St. Joseph A.M High School, Uttan. The program encompassed a wide range of topics aimed at holistic development. Students were introduced to essential life skills such as discipline, punctuality, self-awareness, and self-care. To prepare them for academic challenges, the module included exam preparation strategies. Additionally, it emphasized personal safety, cybercrime prevention, and child rights. Building emotional resilience and self-esteem was a key focus, with sessions on emotional management, identifying safe and unsafe situations, and body mapping. A total of 187 students benefited from this school-based initiative.



Convo Care Counselling

The Convo Care Counselling program was launched last year to provide support to children who were identified by their teachers at Holy Name School as needing counselling services. This program utilizes a conversational approach, focusing on therapeutic dialogue with the child while also involving the parents in the process.

By providing a safe and supportive space for children to express their feelings and thoughts, the program tries to help them cope with emotional challenges, improve academic performance, build stronger relationships, and enhance self-esteem. Additionally, by involving parents, the program enables them to support their child's emotional well-being and create a positive home environment.



Success Story



XYZ (Behavioral Issues, Addiction to substance abuse)

A private school referred XYZ's case to the Family Service Centre. According to the school, the child displayed problematic behaviour, including fighting with classmates, disrupting other students, and disregarding authority. The FSC Program Officer initiated intervention with the child. During interactions, the child disclosed detailed information about friends, family, and drug use facilitated by school peers. The Program Officer engaged with the student weekly, addressing civic responsibilities, interpersonal relationships, the harmful effects of drugs, and the importance of education. Additionally, the program officer counselled the child's parents on effective parenting and their responsibilities, particularly focusing on the father's role. The client and father consistently attended counselling sessions and adhered to the program officer's guidance. Significant improvements in the client's academic performance and understanding of relationships and drug abuse were observed. Encouraged by these positive changes, the school referred additional cases for counselling. FSC continues to support the client through counselling as ongoing guidance is required.

PROGRAM WITH WOMEN

Ante Natal Care and Post Natal Care (ANC & PNC)

FSC conducted a comprehensive maternal and child health program benefiting a total of 139 women across its communities. The program encompassed antenatal care (ANC) and postnatal care (PNC) for women.

Components of the program:

Comprehensive ANC and PNC sessions: Covering a wide range of topics such as pregnancy complications, positive mindset, breastfeeding, immunization, nutrition, pregnancy myths, postpartum care, small family norms, HIV/AIDS, Hepatitis B, and more.



Home-based care: Community Health Workers provided daily protein supplements and conducted regular haemoglobin checks during home visits, allowing for one-on-one interactions with women and their families.

Community outreach: A session led by Ms. Alfiya Rizvi, a Medical Officer, was organized to emphasize the importance of health and nutrition for mothers and children.

Nutritional support: Regular distribution of laddu to enhance maternal and child nutrition.

Counselling and support: Social workers and para-professionals provided weekly and daily support to ANC and PNC mothers, respectively, including individual and family counselling, and guidance on various topics like immunization, nutrition, family planning, and government schemes.

The program resulted in observable improvements, including significant weight gain in mothers and increased birth weight in babies.



Success Story



Varsha

When Varsha was four months pregnant, she enrolled in FSC's ANC-PNC project. Having experienced two previous miscarriages, she approached this pregnancy with anxiety and negative thoughts. This emotional state manifested in her daily life as she often spoke negatively and felt tense.

As a project participant, Varsha developed a close relationship with a community health worker and social worker. She shared her feelings with them, who provided ongoing counselling and support. Given the high-risk nature of her pregnancy, FSC conducted home visits for continuous monitoring and counselling, as she was unable to travel.

Varsha completed her pregnancy and gave birth to a healthy baby girl. Overjoyed with this new chapter, she and her family express deep gratitude to FSC for their support and maintain an ongoing relationship with the organization.

Self Help Group

Family Service Centre supports four active Self-Help Groups (SHGs) in the community, with monthly meetings facilitated by a social worker. These groups have empowered over 100 women through financial literacy, women's rights, health, and vocational skill development workshops.

SHG members actively participated in community events like Haldi KumKum, Women's Day celebrations, and cancer awareness campaigns. Additionally, students from Nirmala Niketan conducted workshops on consumer rights and food adulteration.

To help further, social workers and volunteers guide about financial management, government schemes, and microfinance options. Collaborations with the Bank of Baroda and World Trade Centre were established to offer additional resources and training opportunities.



UDAAN PROJECT

The Udaan project has seen significant progress. Women participants have successfully produced and customized a range of new products to meet customer demands. The project's collaboration with Smilz NGO has been instrumental in driving innovation, contributing by generating fresh product ideas, providing training to women, and facilitating product marketing to ensure sustained income generation for participants.

FSC has successfully showcased women's handcrafted products at multiple locations, including the Taj Mahal Palace, Taj Wellington Mews, Taj President Hotel, Taj Lands End, Taj Vedanta, Nirmala Niketan College, and St. Paul's College. The response from the customers at these venues has been extremely encouraging.

Importantly, all income and profits generated from the sales of these products are directly distributed to the women participants, ensuring that their hard work and creativity are fully rewarded.



i) Tailoring

FSC is committed to empowering women through skill development and economic independence. Our tailoring program aims to better women's lives by equipping them with vocational skills and entrepreneurial knowledge. This year, 44 women and girls participated in our tailoring program, attending regular training sessions at our community centre. Participants received comprehensive training in pattern-making, cutting, and stitching techniques. Many successfully launched their tailoring ventures, generating income and starting to become self-sufficient.

Last year, 35 women from Colaba and Ambedkar Nagar completed the three-month 'We Master Pattern Making' tailoring course at the World Trade Centre. The women were awarded certificates of completion. To celebrate their achievement, Ms Sangita Rajesh Gala treated the women to a movie and dinner at Pizza Hut. We also held meetings with this group of women to guide them in discovering their potential, exploring alternative sources of income, and learning about government schemes available to women. Several women from this group subsequently joined our Udaan project.

ii) Duster Making

The duster-making project assisted women in earning an income for themselves and their families. Fifteen women participate in this project. They visit the Taj Wellington Mews once a week to collect duster-making materials and complete the work at home. Due to increasing demand, approximately 5000 dusters were produced this year, providing a significant income source for these women.



Success Story

Malti

Malti's journey to success with FSC began with tailoring classes, which she joined out of a keen interest in learning. Initially motivated to focus on personal projects, she practised diligently after completing the course.

Recognizing Malti's skills, the FSC staff encouraged her to join the Udaan Project to earn an income. Despite the initial hesitation, Malti was persuaded by the potential benefits and joined the project.

Udaan proved to be a turning point. Malti found fulfilment in her work and gained financial independence, allowing her to open a bank account and save money. A proud moment came when she used her earnings to pay her daughter's school fees. Malti's journey exemplifies the power of skill development and community support, as she has also become an active member of an SHG and encouraged her daughter's participation in Balmandal activities.

Pre-Marital and Spousal Counselling

Group counselling for Pre-Marital

Premarital counselling plays a crucial role in empowering young women, to navigate the complexities of relationships and marriage. By providing guidance, support, and information, such as counselling, FSC tries to help individuals make informed decisions, build healthier relationships, and improve their overall well-being.

Two groups of 18 girls each were formed in Bhatebunder, Navikhadi, and Bhotodi Bunder. These groups engaged in discussions on relationships, health, and well-being, covering topics such as menstrual hygiene, communication, relationship, safety, tuberculosis, HIV/AIDS, and polycystic ovarian disease.



Spousal Counselling

A program for 15 newlywed couples was conducted in St. Joseph School's Cardinal Gracious Hall. The program focused on building strong marriages through effective communication, love, respect, trust, forgiveness, and financial management. Additionally, sessions on infertility and women's healthcare were included, with a presentation by Stella Maris Hospital.



Women's Day Celebration

FSC celebrated International Women's Day in Colaba and Uttan with a vibrant array of activities, including games, dance, skits, and a thoughtful discussion on menopause. A total of 180 women from Colaba and Cuffe Parade, and 122 from Uttan enthusiastically participated, taking a much-needed break from their daily routines.

We extend our heartfelt thanks to Ms. Salomi Ghiya and the generous donors from Uttan for providing delicious snacks, and to Ms. Suji Hendricks for her valuable guidance on menopause. The event was attended by women and mothers involved in all FSC projects. The event was a resounding success, providing a platform for women to connect, learn, and celebrate their achievements.

Breast Cancer Awareness

In collaboration with the Taj Mahal Hotel and HCG Khubchandani Cancer Centre, FSC organized a breast cancer awareness session at Holy Name High School. Dr. Bhavin Visariya and his team provided clear information about breast and cervical cancer to Colaba and Cuffe Parade residents. The event was attended by women and mothers involved in all FSC projects.

Haldi KumKum

A Haldi Kumkum program was held at Holy Name School for 170 women from Colaba and Cuffe Parade. The event featured games, traditional dances, and a welcoming performance by Balmandal and adolescent girls. A Udaan product stall was set up, and the Taj Mahal Hotel provided refreshments and volunteer support. The event was attended by women and mothers involved in all FSC projects.

FAMILY HEALTH

FSC conducted Reproductive and Child Health (RCH) program, reaching more families. Activities include home visits, community meetings, and awareness campaigns. Data collected through home visits informed targeted interventions such as counselling, referrals, and sponsorship among other support. Key focus areas were malaria, dengue, hygiene, menopause, nutrition, substance abuse, diabetes, HIV/AIDS, cancer, deworming, and tuberculosis. Additionally, the program emphasized financial literacy through initiatives like Sukanya Samrudhi Yojana and provided essential services such as health and eye check-up camps.

Volunteers played a role in community outreach, conducting door-to-door visits and facilitating workshops on topics like cleanliness and soap making.





Success Stories



Reema

Reema resides in Colaba with her husband and two kids. During a home visit, it was found that her children were not attending school. When the social worker met Reema and her husband, they revealed that they were unable to pay for their children's schooling. They would enrol them in the following academic year. FSC counselled the parents on the importance of educating children at the right age, the consequences of enrolling them late, and how it would hinder their growth. When questioned, the kids also said that they wished to attend school with the other kids. As a result, the parents approved and registered their child in school. They were enrolled in a BMC school and were part of the study class and Balmandal. Progress was observed in their academic performance.

Additionally, it was discovered that the children's vaccinations had been delayed by several days. With the help of local doctors, they were sent to the PHC and were given the shots as per age. It was identified that the parents did not realise their role and responsibility towards children. Therefore, counselled them on how to care, what needs to be done, and what will happen to their children's growth if they avoid these vaccination. The financial situation was precarious. Despite the father's income, they had no savings. Thus, we emphasized to them the value of saving money for the future. Inculcated the habit of saving one fixed amount each month and for that an account was opened for them.

Another intervention done by FSC was when we came to know that Reema had learnt to sew and also has a machine. She was encouraged to utilise her skills and join the UDAAN project. And now she is one of the active members and takes orders, and that had added an additional income to the family. Reema and her family are very happy to see the positive changes and progress in the house.

Tuberculosis Project (Under Nikshay Government Scheme)

FSC has expanded its TB patient support services to three primary healthcare centres: Colaba PHC (40 patients), Maruti Lane PHC (20 patients), and Duncan Road PHC (25 patients). Two of these centres are supported under the Pradhan Mantri TB Mukht Bharat Abhiyan, and FSC has been recognized as a Nikshay Mitra by the government for its contributions (sponsored by Ms. Sangita Rajesh Gala). In the Colaba community, nutritious meals are provided three times a week by the Taj Mahal Palace. We have secured donors providing monthly rations worth Rs. 1000 to assist TB patients. Additionally, our team offers counselling interventions tailored to the needs of patients and their families. Counselling is essential for individuals and families in all communities. It provides valuable support and guidance.



Medical Camp

With the support of Ms. Farahat Jay Jasani, FSC in collaboration with Rotary Club India organized a medical camp for the Colaba Community, the camp offered screenings for hypertension, diabetes and a dedicated eye check-up clinic was set up at Holy Name High School about 300 patients were benefited from these camps.

In collaboration with Stella Maris Hospital, FSC organized a general medical camp for children from Uttan. Approximately 110 children benefited from this camp, where they were examined by Dr. Umesh Singh, a paediatrician. The camp identified a significant deficiency of iron and calcium among the children. Stella Maris Hospital generously provided complimentary iron supplements to address this issue.

Medical Assistance

In response to community needs, it was identified that several individuals were facing challenges related to medical care. Many patients seeking treatment at government hospitals found it difficult to afford necessary medications, which often had to be purchased from private pharmacies.

To address these issues, the FSC identified individuals struggling to obtain medications due to financial constraints. Additionally, FSC identified children with special needs who were neglected due to a lack of awareness or resources. A comprehensive needs assessment was conducted, resulting in the identification of three cases. Thanks to the generous support of Ms. Shweta Shah, we were able to provide essential assistance for medication costs.

Hello madam,
I'm Pooja Chandan Rathod, now I'm in TVBBI that is Bachelor of Banking and Insurance from Sydenham College. I am a daughter of Chandan Chrusunath Rathod as well as sponsor child of family service centre and I received the help from the year 2016, that I was in 11th std. I would like to say thank you to the family service centre for giving me this opportunity to pursue my further study as well as my father's treatment also. They had provided me some facilities which I could possible my father's treatment and my future study. My father had suffered from heart disease for the past 2 years and my father's medical expenses are very expensive that is more than Rs. 2,000 for the medicine in every month. So we can't afford my father's medical expenses as much that but family service centre helped me for my father's medical expenses through the cheque. They helped for the last one year than till now they provide cheque of more than Rs. 2,000 in every month for my father's medicine. That money is used only for my father's treatment. Every month my father visit hospital for the treatment and now my father's health become a little well than before. Thank you for the supporting and encouraging me.
Your's faith fully,
Chandran Chrusunath Rathod

Beneficiary Testimonies

ज्योती अशोक म्हात्रे
पत्ता रत्न नं 374
सुंदर नगर, लाला किशोर
रोड, कुलाबा मु. 05.
मो नं: 9322676277
दिनांक - 10/05/2024

विषय - प्राणोपकारांना (sponsors) आभार व्यक्त करायसाठी पत्र.

माननीय महोदय, श्री/श्रीमती:
मी ज्योती अशोक म्हात्रे आपणांस आभार व्यक्त करायसाठी हे पत्र लिहित आहे. आपण, देव अभालेच्या आर्थिक मदतीमुळे माझ्या दोन्ही मुलांना वैद्यकीय आणि शैक्षणिक सहाय्य मिळत आहे, माझे घरातील एकटी व्यक्तीने मोठ्या प्रमाणात आहत आहे. माझ्या पुतळीला पण (अपकृती) Convulsions चा आजार आहे ते ज्योती करत नाही माझ्या लहान मुलाला पण (अपकृती) Epilepsy चा आजार आहे, आपण देव अभालेच्या मदतीमुळे माझे आर्थिक मदत होत आहे, मला ज्योतीसुद्धा मदत मिळत आहे.
FSC च्या नितासी भागात जस हीदीना आपण ज्योती माझ्यासारख्या उमेद्वर गरजू महिलांना मदत मिळवून दिली आहे FSC च्या माध्यमातून मदत मिळवून आपण माझी मदत मिळत आहे आपल्या या पाठिंब्यामुळे मला माझ्या मुलांच्या फ्युचर प्राईट करण्यास मदत मिळेल.
श्री/श्रीमती आपणांस कृप कृप Thanks! आपण आपल्यामुळे मला अर्थीय मदत माझ्या मुलांसाठी पुढे सविषयासाठी मिळत रावेली ही आपणांस नमू विनंती.
Medical help started from Aug 2023 आपला विश्वास
Monthly Medicine Bill - 1684.
Mhatre

To,
Family Service Centre
Dear Sir / madam,
I am son of Suresh Narasing Chavhan. I would like to thank you 'Family Service Centre' for helping my father's treatment. For 3 months around 16,000 per month which is lots of our family and great support to us because of this help we get financially stable and able to continue his medicine course.
Just because 'Family Service Centre' we are provide his medicine on time. If they don't help us in that critical time we are unable to purchase medicine on time which is not good for my father.
My father is unemployed due to this illness and I am studying in TYBcom and my Mother work as maid and she takes care of the family financially and education. My father is suffered kidney disease and its long term treatment. Family Service Centre provide 3 months financially help those month we were release because we know FSC help us but now we just try to fulfill his medicine as we have money.
FSC is need to help me also for my spleen problem and for my job she provide help whatever we need. once again Thank You family Service Centre.
Suresh Narasing Chavhan.

Micro Finance Project

To empower individuals and strengthen families, FSC launched a microfinance project designed to support clients with entrepreneurial aspirations. With the generous support of Mr Rahul Karnavat, we provided interest-free loans to seven carefully selected clients to help them establish small businesses in tailoring, tiffin services, and general stores.

These initiatives aim to foster financial independence and self-sufficiency. By providing these loans, we hope to enable our clients to create sustainable livelihoods for themselves and their families. Once the clients' businesses are established, they will begin to repay the loans, allowing us to support other individuals in need.

United Way of Mumbai - Tata Mumbai Marathon (TMM)

The Tata Mumbai Marathon was held on January 21, 2024. TMM has assisted numerous non-profit organizations in raising finances and spreading awareness for important social causes.

These funds will be allocated towards various programs and projects. FSC is grateful to everyone who helped throughout the marathon especially Mr. Ankit Arora.

Member of the FSC Managing Committee, Ms. Anisha Johri, took the initiative and successfully raised an amount of Rs. 12,45,160/-



Testimony by donor

It has now been 10 years that I have been participating in the Mumbai Marathon and raising funds for FSC through the United Way platform. As a family, we all reach out to our friends, family & our professional connects to get donations for all the wonderful work that Family Service Centre has been doing over the years. My husband Rahul Johri, has been a pillar of support during all these years and a lot of the donations come through his efforts. In our own small way, we try to contribute and support FSC. While for many years I have been doing the 21 km run, since the past 2-3 years I have now switched to the 10 km format. Due to my knee issues, it is now more of a walk than a run.

Our friends Suresh (Subbaraman Parameswaran), Kunal Khanna, Ritu Duggal & my brother Ashish Bhugra have also been helping us raise funds through their network. Our gratitude to them for their continued support. We were happy to note the summary of our collections till date of Rs. 1.18 Crores and hope that we can continue at a better scale in January 2025.

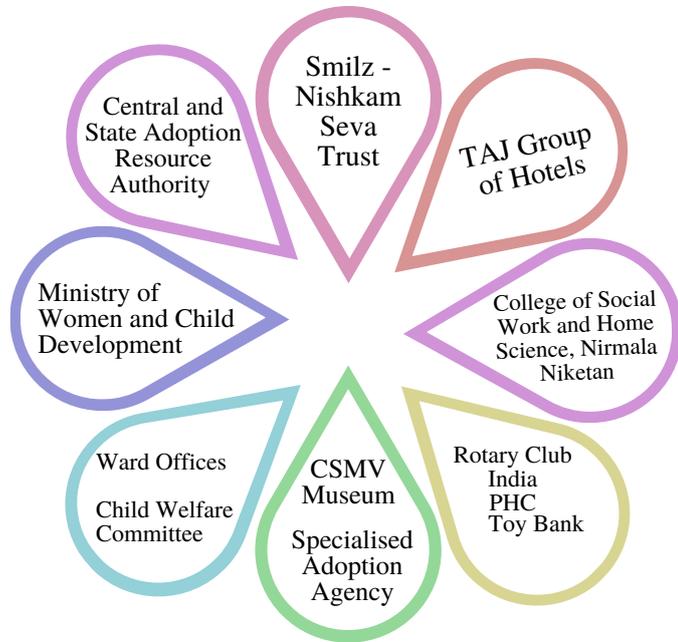


Anisha Johri

NETWORKING

Networking is crucial for NGOs to succeed and make a significant impact. By building relationships with other organizations, government agencies, and individuals, NGOs can access valuable resources, expand their reach, and create a stronger collective force for change.

The Smilz-Nishkam Seva Trust implemented child-focused programs. The TAJ Group of Hotels hosted awareness sessions for women and children. The Chhatrapati Shivaji Maharaj Vastu Sangrahalaya (CSMVS) Museum organized various children's activities. Ms Sangita Rajesh Gala, through her organization Shri Thokarshi Velji Vaghani Manav Rahat Nidhi Trust, provided medical assistance, nutritional support for TB patients, microfinance, and higher education scholarships. The local Public Health Center (PHC) referred TB patient cases.



EXPRESSION OF GRATITUDE

FSC would like to extend its sincere gratitude to Ms Sangita Rajesh Gala's Shri Thokarshi Velji Vaghani Manav Rahat Nidhi Trust for their invaluable support. Their dedication to providing medical assistance, nutritional support for TB patients, microfinance, and higher education assistance has profoundly impacted countless lives. We are honoured to have such a committed partner in our mission to improve the well-being of the community.

We would also like to express our appreciation to Holy Name High School for generously providing space for our all programs. Thanks to Ms. Anisha Johri for her support during the Tata Mumbai Marathon.

All our Individual donors & well-wishers for showing the trust and supporting FSC towards implementing the projects.

STUDENTS' FIELD WORK PLACEMENT

College of Social Work, Nirmala Niketan, Mumbai

Ms. Jhimli Chaterjee	Master of Social Work
Ms. Deepkshikha Sharma	Master of Social Work
Ms. Elee Kajar	Bachelor of Social Work
Ms. Jyotsna Gawli	Bachelor of Social Work

Narsee Monjee Institute of Management Studies (NMIMS)

Ms. Maya Subbaraman	Bachelors in Business Administration
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St. Xavier College (Autonomous), Mumbai

Ms. Asma Siddiqui	Bachelor of Science
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NETWORKING

Education Sector

College of Social Work, Nirmala Niketan	Holy Name High School, Colaba	Tata Institute of Social Sciences, Deonar
St. Joseph High School, Uttan	St. Xavier College (Autonomous), Mumbai	College of Home Science, Nirmala Niketan

Adoption and Temporary Family Care Program Support System

Central Adoption Resource Agency (CARA), New Delhi	Adv. Rakesh Kapoor and Company, Advocates	Indian Council of Social Welfare (ICSW)
State Adoption Resource Agency (SARA), Pune	Dept. of Women & Child Development, Govt. of Maharashtra	Federation of Adoption Agencies, Mumbai

District Women and Child Development, DWCD, Mumbai City	Child Welfare Committee (CWC), Mumbai City	Foster Families: Mr. Jayesh & Ms. Varsha Kevelramani Patel, Mr. Sunil & Ms. Geetanjali Rohokale. Mr. Abhay & Ms. Anjali Jinsiwale
Foster Families: Mr. Rajesh & Ms. Sangita Gala Dr. Hiren & Dr. Rekha Ambegaonkar, Mr. Atif & Ms. Farzeen Chaudhary, Mr. Parvez & Mrs. Fatima Ansari	Foster Families: Mr. Paras & Ms. Shruti Savla Mr. Pinakin & Ms. Maya Balsara Mr. Sagar Ms. Vrushali Kulkarni Dr. Sumit & Ms. Jyoti Shinde	Office of Collector & District Magistrate, Mumbai

Health Sector		
Stella Maris Hospital, Uttan	Primary Health Centres – Colaba, Maruti Lane, Uttan & Duncan Road	P.D. Hinduja Nursing School
Lokmanya Tilak Municipal General Hospital and Lokmanya Tilak Municipal Medical College, Sion Mumbai	Grant Government Medical College and Sir J.J. Group of Hospitals Mumbai	Holy Spirit Hospital
Mumbai District Aids Control Society	SRCC Children's Hospital	

NGO Sector

Smilz- Nishkam Seva Trust	YWCA, Colaba	Connect For
Tokershi Velji Gala Manav Rahat Nidhi Trust	Big Tech Solutions	Majlis Legal Centre
United Way of Mumbai (Tata Mumbai Marathon 2024)	ARPAN organisation	Saved Pearl Foundation
Rubaroo Breaking Silences Foundation	Toy Bank	Rotary Club of India
Kotak Unnati Foundation	IACN - India Alternative Care Network	UNICEF
Indian Association For Promotion Of Adoption & Child Welfare	Apnalaya	YMCA, Bandra

Public and Private Sector

Brihan Mumbai Municipal Corporation, (BMC)	Mira Bhayandar Municipal Corporation	Credibility Alliance	Municipal Cooperation Greater Mumbai (Award)
Colaba, Cuffe Parade & Uttan Sagari Police Station	TAJ Group of Hotels	Bank of Baroda	State Bank of India

Arihant Computer System	Skyline Advertisers	Waghela Xerox	Collector Office, Old Custom House, Fort.
Nasscom Foundation	Vignette Solutions	Unik Printers	RSM & Associates
Chatrapati Shivaji Maharaj Vastu Sangrahalay (CSMVS)	Colaba BEST bus Depot	World Trade Centre, Mumbai	Neev Child Development Centre
ICDS worker, Uttan	Taj Wellington Mews	Taj Vivanta Hotel	Taj Lands End, Bandra
St. Pauls Institute of Communication & Education	President, Mumbai IHCL	Bank of India	Citizen Credit Co-operative Bank Ltd
G.C. D'souza & Co. (Chartered Accountant)			

Individual Resource Volunteers for FSC Programs

Dr. Rahul Verma, Consultant Neonatologist and Paediatrician	Adv. Hemant Gandhi	Ms. Jyoti Chowdhary , Ms. Punam Khuman, Ms. Anupriya Shah- Smilz Niksham Seva Trust
Mr. Selby & Adele Pereira	Ms. Dhara Bangera, Clinical Psychologist	Ms. Komal Dedhia (Div's & Art)
Ms. Annuja Sanghvi	Ms. Kunjal Gala	Dr. Umesh Singh, Paediatrician, Stella Maris Hospital
Dr. Jayant Ranjane, General Physician	Dr. Ravi Prakash Singh, Office in charge & Faculty in Special Education at NIEPID RC, Navi Mumbai	Ms. Sangita Rajesh Gala
Mr. Kinnar & Mrs.Kavisha Shah	Mr. Rahul Karnavat	Dr. Omkar Nayak, Assistant Professor, Psychiatric Department, Sion Hospital
Dr. Sagar Bhalke, Senior Resident, Psychiatric Department, Sion Hospital	Fr. Peter D'cunha, Parish Priest, Our Lady of Sea Church, Uttan	Dr. Mahesh Patil, Distirct Tuberculosis Officer (DTO)
Dr. Ruksheda Syeda, Psychiatrist	Dr. Alifiya Rizvi, Medical Officer	Fr. Leslie Malya, Director, Mukti Sagar Prabodhan Kendra
Ms. Anjali Agarwal	Mr. Vijendra Singh	Mrs. Farahat Jay Jasani
Mr. Micky Nunis	Ms. Bhargavi Sawant	Mrs. Cynthia Pinto
Mr. Mayank Mittal	Mr. Kunal Khanna	Sr. Lawrenceia Pereira, Principal of Holy Name High School
Bishop Dominic Savio Fernandes, Archdiocese of Bombay	Ms. Gloria Noronha, Vice Principal, Holy Name High School	

Donors

Above Rs. 1,00,000/-

Dr. Geeta Balakrishnan
M/s. Barkat Cranes and Equipments Pvt. Ltd
Shri Tokarshi Velji Vaghani Manav Rahat Nidhi Trust
Safset Agencies Private Ltd
Marflix Pictures Private Limited
United Way of Mumbai

Rs. 20,001 to 1,00,000/-

Mr Rahul Karnavat
Mr Vijendra Singh
M/s Lifeline Pharma
Mr Karan Rele
Ms Aparna Juneja
Mr Kiran Nair
Mr Rahul Johri
Ms Vera Merwanji
Mr Ankeet Bhandari

Up to Rs. 5,000/-

Mr Ravindra Kuhikar
Mrs Yamini R. Jhala
Esskay Steel Corporation
Mr Shreyas Mehta
Ms Rachael Picardo
Ms Cynthia Pinto
Ms Jhimali Chatterjee
Mr Rushi Patel
Ms Namrata Bose

Rs. 5,001 to 20,000/-

Ms Kripa Lund
Ms Heena Mehta
Mr Prasad Kadam
Mr Gilbert Fernandes
Mr Edward Correa
Ms Lakshmi Pardeshi
Mr Bharat Shah
Mr Mayank Mittal
Mr Nester Kagdya
Mr David Benedict Gabru
Mr Rahul Pradhan
Ms Anne Anthony Fernandes
Ms Avni Maru
Ms Bharti Parekh
Ms Jenny Dedhia
Ms Priscilla Glanson
Gonsalves
Mr Glanson Peter Gonsalves
Mr Rixela Manvel Munis
Mr Vijay Bavighar
Ms. Rincy Edwin Gourea
Mr Patterson Gonsalves
Ms Deepti Suresh Joshi
Benar Engineering Works

Testimony by donor

My name is Sangita Rajesh Gala. My husband Rajesh and I have been in association with FSC since 2015, the initial contact started with interest to know more about the agency in India implementing the Temporary family care program. Till date we have been fostering 19 babies so far and with that my attachment & trust grew with FSC. It is field based organization addressing core issues and focusing on empowering "family" as the core unit of society.

All their program are client's need centric and they keep complete transparency towards their work, which gained alot of trust and that motivated me and my husband to support FSC through our Family Trust "Tokershi Velji Gala Manav Rahat Nidhu Trust". We are supporting FSC in various projects like, Temporary family care, Educational Sponsorship, Medical assistance, Udaan project, Balmandal, Balwadi, Micro finance, Tuberculosis, Higher education.

We are very happy and truly satisfied, that each and every contribution towards this organization will be utilised towards the purpose donated.



Sangita - Rajesh Gala

Donation in Kind

Taj Group of Hotels and Palace	Taj Wellington Mews	Ms. Sangita Rajesh Gala
Dr. Nilima Mehta	Ms. Suchita Damani	Mrs. Sarita Mehta, Anand Kendra Trust
College of Social Work - Nirmala Niketan	Ms. Nisha Damani	Mr .Vijendra Singh
H. D. Davar	Ms. Shalini Lekhraj	Smilz- Nishkam Seva Trust
Ms. Ishita Makerja	Mr. Percy Ghaswala	Ms. Yachna Suri
Ms. Deepti Joshi	Ms. Jennifer Chor	Ms. Anita Shah
Ms. Salomi Ghiya	Mr. Oscar Barretto	Toy Bank
Ms. Varsha Kevalramani Patel	Ms. Rita Barretto	Ms. Rajana Patel
Ms. Rina Kamath	Ratna Nidhi Charitable Trust	Ms. Lalita Singh
Ms. Vidya Iyer	Ms. Sandhya Godiawala	Ms. Farhat Jasani
Ms. Shweta Jain	Mr. Yazad Pavri	Mr. Thomas
Ms. Vandana Sharma	Mr. Jagdish Vora	Mr. Kumar Goradia
Ms. Avanti More	Ms .Tinsy Thomas	Mr. Sheroo Bhansali
Ms. Rachana Jain	Mr. Pervik Paghdiak	Ms. Malaika Palkhiwala
Ms. Namrata Jangiani	Mr. Anthony Silveira	

Testimony by donor

As a donor to the Family Service Center, I've had the privilege of witnessing firsthand the incredible work they do to support families in need. It's been a truly heartwarming experience to see how their programs make a tangible difference in the lives of children and their parents.

My family and I have supported eight beautiful souls, through Educational Sponsorship project and this has only strengthened our belief in the importance of providing education support and other needs for children. The Family Service Center's commitment to fostering a safe and nurturing environment for these children aligns perfectly with our own values. Raising funds for such a worthy cause has been incredibly rewarding. Knowing that our contributions help to provide essential services like counseling, education, and support programs gives us a sense of purpose and fulfillment. I encourage others to join us in supporting the Family Service Center and making a positive impact on the lives of children in our community.



Vijendra Singh,

AVP Distribution, Indian hotels company limited

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 2022 and has now been renewed with the validity period from the year 2022-2027.

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	79	Male	Archbishop of Bombay	President, Ex-officio member	Nil	N.A.	-
Ms. Sabeena Gonsalves	50	Female	Superior, DHM, Nirmala Niketan Institute	Vice President, Ex-officio member	Nil	N.A.	-
Dr. Lidwin Dias	56	Female	Principal, College of Social Work, Nirmala Niketan	Chairperson	Nil	N.A.	-
Ms. Greta Lopes	46	Female	College of Social Work, Nirmala Niketan	Hon. Secretary	Nil	N.A.	-
Dr. Frederick de Souza	82	Male	Advocate and Management Consultant	Hon. Treasurer	Nil	N.A.	-
Dr. Nilima Mehta	70	Female	Professor & Child Protection Consultant	Member/Hon. Director	Nil	N.A.	-
Dr. Geeta Balakrishnan	67	Female	Retd. Principal, College of Social Work, Nirmala Niketan	Member	Nil	N.A.	-
Fr. Emmanuel K.T.	55	Male	Archbishop House	Member	Nil	N.A.	-

Ms. Anisha Johri	53	Female	Partner, Decorage & Associate Interior Designer	Member	Nil	N.A.	-
Dr. Hazel D'lima	89	Female	Retired. Principal College of Social Work,Nirmala Niketan	Member	Nil	N.A.	-
Fr. Anothony Charanghat	78	Male	Holy Name Cathedral	Member	Nil	N.A.	-
Ms Jennifer Talwakar	86	Female	R.S.C.N (London)	Member	Nil	N.A.	-
Ms Anjali Gokarn	68	Female	Consultant in Social Sector	Member	Nil	N.A.	-
Dr. Rahul Verma	58	Male	Pediatrician	Member	Nil	N.A.	-
Ms. Avanti More	36	Female	Deputy Director	Ex-officio- member	Below Rs.1000000 p.a	Salary	-
Ms. Sheetal Rebello	35	Female	Deputy 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)
10,000	---	8	8
10,000 - 25,000		5	5
25,000 - 50,000	1	9	10
50,000 - 1,00,000	-	--	-
Total	1	22	23

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.



ACCOUNTS THE BOMBAY PUBLIC TRUST ACT, 1950 #REF! REGISTRATION NUMBER: F-425/BOM BALANCE SHEET AS AT 31st March 2024					
Amount (Rs.)	Funds & Liabilities	Amount (Rs.)	Amount (Rs.)	Property & Assets	Amount (Rs.)
3,483,172.68	Trust Funds or Corpus	3,483,172.68	22,738,340.72	Cash & Bank Balances	21,512,123.78
31,510	Patron Fees	-	8,570,915.66	Investments	6,889,610.09
	Life Membership Fees:		1,131,335.50	Furniture & Fixtures	961,635.17
67,783.00	As per last Balance Sheet	67,783.00			
-	Receive during the year	4,000.00	451,514.04	Office Equipments	383,786.91
-	Transfer from Patron Fees	312,510.00			
67,783.00		103,293.00	398,165.00	Other Assets	441,190.60
3,636,859.20	Other Liabilities & Provisions	4,081,459.20			
	Income & Expenditure Account:				
29,859,462.28	As per last Balance Sheet	26,070,946.01			
-3,788,516.27	Add/Less deficit Surplus for the year	-3,550,524.34			
26,070,946.01		22,520,421.67			
33,290,270.89	TOTAL AMOUNT	30,188,346.55	33,290,270.89	TOTAL AMOUNT	30,188,346.55
FAMILY SERVICE CENTRE Registration Number : F-425/BOM INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st March 2024					
Amount (Rs.)	Expenditure	Amount (Rs.)	Amount (Rs.)	Income	Amount (Rs.)
2,456,679.55	To Establishment Expenses	3,340,525.35	1,893,215.87	Interest and Dividends Received	1,442,660.43
35000	To Audit Fees	156,940.00		Donation Received towards:	
			121,588.00	Project of the trust	2,828,058.01
279,325.00	To Depreciation on Fixed Assets	237,427.43			
			1,981,144.41	Administration of the trust	60,492.00
1,020,240.00	To Remuneration to Director Contribution and Taxes	-	232,102.00	Adoption Fees	592,460.00
			87,700.00	Govt. Grant Bal Sangopan Yojana	-
			119,670.00	Training Programme Fees	112,690.00
3,371,238.00	Charitable Objects	2,399,975.00			
1,061,454.00	Educational Purposes	2,452,017.00			
-	Surplus taken to balance sheet	-	3,788,516.27	Deficit for the year taken to Balance Sheet	3,550,524.34
8,223,936.55	TOTAL AMOUNT	8,586,884.78	8,223,936.55	TOTAL AMOUNT	8,586,884.78

As per our even date

For: FAMILY SERVICE CENTRE

For: RSM & ASSOCIATES
CHARTERED ACCOUNTANTS

sd /-
Mr. E. Madhusudhana Reddy
(Chartered Accountant)

sd /-
Ms. Sabeena Gonsalves
(Vice President)

sd /-
Dr. Lidwin Dais
(Chairperson)

sd /-
Dr. Frederick. J. De'Souza
(Hon. Treasurer)

sd /-
Ms. Greta Lopes
(Hon. Secretary)

Mumbai: 27th August 2024.

AUDITOR'S REPORT

**The Members,
FAMILY SERVICE CENTRE,
Mumbai**

We have audited the attached balance sheet of “**FAMILY SERVICE CENTRE**” as at 31st March 2024 and the Income and Expenditure account for the year ended on that date, annexed thereto. These financial statements are the responsibility of the “**FAMILY SERVICE CENTRE**” management. Our responsibility is to express an opinion on these financial statements based on our audit.

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

2. We Report that:

i. We have obtained all the information explanations, which to the best of our knowledge and belief were necessary for the purposes of our audit;

ii. In our opinion, proper books of account have been kept by the “**FAMILY SERVICE CENTRE**” so far as it appears from our examination of those books;

iii. The balance sheet, and the income & expenditure account dealt with by this report are in agreement with the books of account;

iv. In our opinion, the balance sheet, and Income & Expenditure account comply with the relevant accounting standards;

v. In our opinion and to the best of our information and according to the explanations given to us, the said accounts give true and fair view in conformity with the accounting principles generally accepted in India:

a. In the case of the balance sheet, of the state of affairs of the “**FAMILY SERVICE CENTRE**” as at 31st March, 2024;and

b. In the case of the Income & Expenditure account, of the “**EXCESS OF EXPENDITURE OVER INCOME**”, for the year ended on that date.

For RSM & ASSOCIATES
Chartered Accountants
FR.No. 2813 S

Place: Mumbai
Date: 27.08.2024

(E.Madhusudhana Reddy)
Partner M.No.202308



FAMILY SERVICE CENTRE

Member of the 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

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