



Educational Sponsorship



Adoption



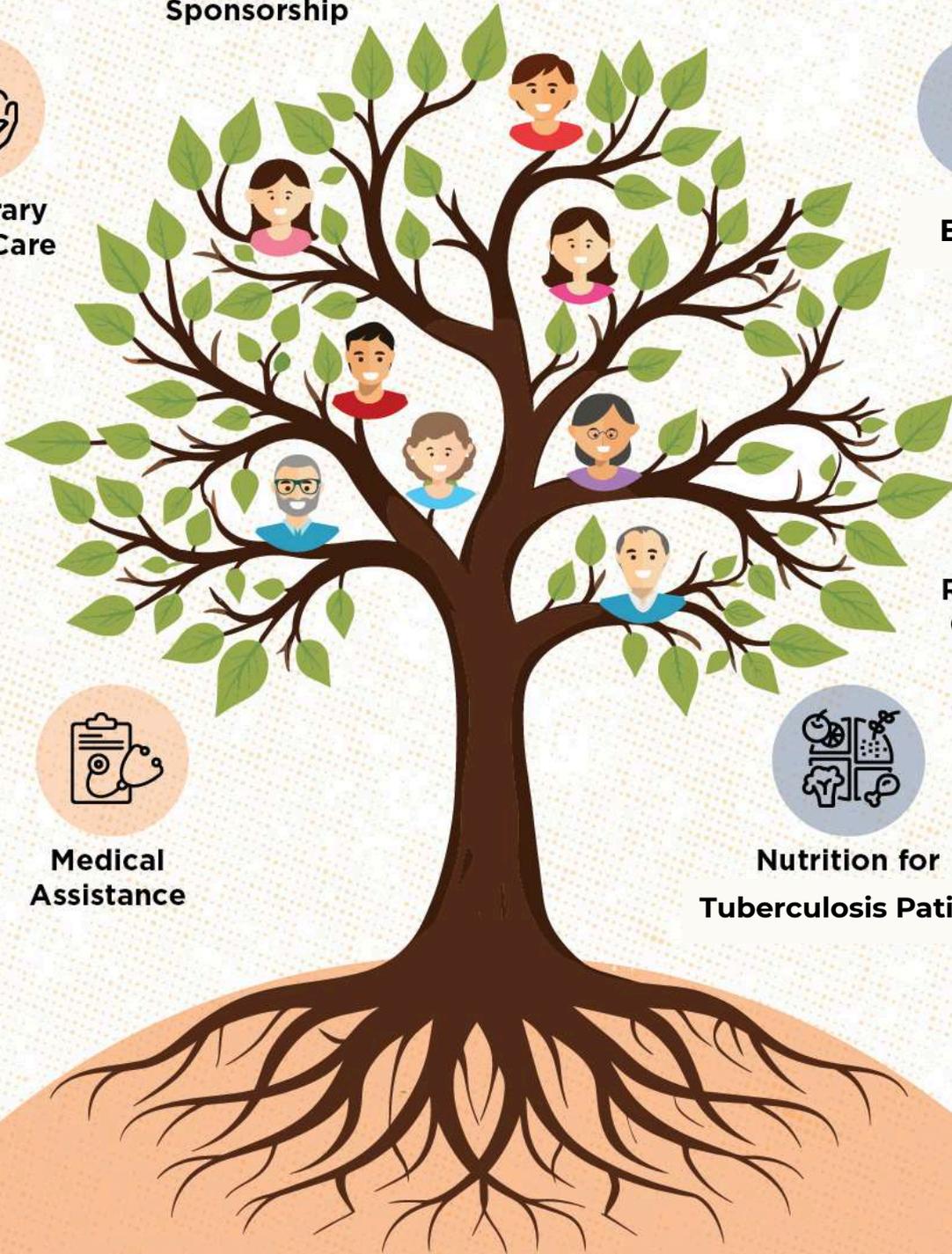
Temporary Family Care



Balwadi



Self Help Group



Reproductive Child Health



Medical Assistance



Nutrition for Tuberculosis Patients

Family Service Centre

ANNUAL REPORT | 2024-2025

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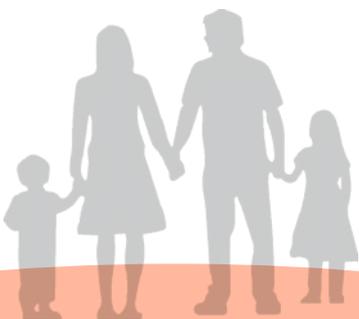
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MANAGING COMMITTEE

1. His Eminence Oswald Cardinal Gracias
President (Resigned on January 2025)
2. Archbishop John Rodrigues
President (Appointed on January 2025)
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Vice President
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15. Dr. Rahul Verma
Member

THE FAMILY SERVICE CENTRE TEAM

Joint Directors

Ms. Avanti More Ms. Sheetal Rebello

Program Officers

Ms. Hema Garea

Ms. Minal Rodrigues

Ms. Neeta Phale

Ms. Sneha Mahajan
(Left October 2024)

Ms. Nilam Shedge
(Joined January 2025)

Administrative Staff

Ms. Sujata Manerkar
Left July 2024
(Accounts Assistant)

Ms. Rosemary Lobo
Joined August 2024
(Accountant)

Mr. Ravishankar Varne
(Accounts Assistant)

Ms. Swapnali Gund
(Office Assistant)

Community Health Workers

Para Professionals

Ms. Triza Fernandes

Ms. Prema Gabru

Ms. Padma Gaikwad

Ms. Pradnya Chawle

Ms. Vandana Bhosale

Ms. Anita Singh

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



The Journey of Seven Decades

Family Service Centre (FSC) stands as a testament to seven decades of unwavering commitment to empower the families in difficult circumstances. Established in 1955, is a Civil Society Organization that has evolved from a volunteer-driven initiative into a comprehensive social welfare organization that supports families in difficult circumstances. Throughout its remarkable journey, FSC has demonstrated exceptional adaptability, continuously evolving its strategies to meet changing societal needs while remaining steadfast in its core value of empowering vulnerable families and children. The organization's transformation from a welfare-based approach to a rights-based development model in the 1990s reflects its progressive vision and commitment to treating beneficiaries as partners in their own growth rather than mere recipients of aid. This paradigm shift has enabled FSC to create sustainable impact in communities across Mumbai including Colaba, Cuffe Parade and Mumbai Suburb and villages in Uttan Dharavi Islands.

FSC has been recognised for its credibility and excellence through prestigious accolades, including the Ahilyadevi Holkar Award from the Government of Maharashtra for contributions to Women and Child Development. As an accredited member of Credibility Alliance and active participant in networks such as the Voluntary Coordinating Agency (VCA) and Forum against Child Sexual Exploitation (FACSE), FSC continues to uphold the highest standards of transparency and accountability. Under the continued guidance of His Excellence Cardinal Oswald Gracias, Archbishop of Bombay, and the dedicated leadership of its Board and staff, FSC remains committed to its founding principles while embracing innovation to address contemporary social challenges.

Vision

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



Mission

To be leaders in sustainable and replicable best practice model of alternative care in India, with interface between various stakeholders



Chairperson's Message

As we celebrate the Platinum Jubilee – the 70th Anniversary of the Family Service Centre (FSC), I offer heartfelt praise and gratitude to Almighty God for the blessings and guidance we have received throughout this journey. It is through this divine support that we have remained focused and committed to our vision: empowering the family – the core unit of society – by creating an enabling and supportive environment, offering counselling, and fostering positive human values.



This Annual Report reflects the unwavering efforts of our Joint Directors, dedicated staff, and all stakeholders who work closely with FSC to strengthen and realize this vision. Our Educational Sponsorship Program has continued to support economically disadvantaged children through monthly sponsorships, structured learning activities, and regular counselling.

Our initiative in Career Guidance and Personality Development has empowered students with the knowledge and skills needed to make informed decisions about their future. Similarly, our work in Foster Care, Bal Sangopan Yojana, and Adoption remains steadfast in promoting the well-being of children and families, despite the constraints posed by current policies.

FSC remains deeply committed to community development, with a focus on empowering individuals to bring about change from within. Our goal is to build a self-reliant community, where everyone – children, women, youth, and adults – is given the opportunity, support, and motivation to reach their full potential. Programs such as Reproductive and Child Health, Ante Natal Care, Post Natal Care, Balwadi, and Balmandal are central to this mission.

I would like to place on record my sincere appreciation to the Managing Committee Members for their dedicated service, guidance, and continuous efforts in fundraising.

A special note of gratitude goes to His Eminence Cardinal Oswald Gracias, who has been a constant pillar of support. His keen involvement, including visits to the centre, provision of additional office space, and his wise counsel, have been invaluable. As he completes his term as President, we extend our heartfelt thanks and wish him good health, continued strength, and God's abundant blessings.

Finally, I would like to acknowledge the tireless and committed work of our Joint Directors, Ms. Sheetal Rebello and Ms. Avanti More, along with all our Program Officers, Social Workers, Accountants and support staff. Our sincere thanks also go to all our well-wishers and benefactors, who continue to support us both financially and in kind. Your generosity and belief in our work inspire us every day.

With gratitude and hope,

Dr. Lidwin Dias
Chairperson



Through the Honorary Director's Lens



Dear Friends of FSC,

We all at FSC, feel a sense of joy, pride and humility to share this Annual Report with you.

This is our “Raison D’être” and you are our valuable partner!!

Family Service Centre, since its inception is committed to support vulnerable families and the children in every which way possible, so that they are empowered – not just helped – to become self reliant. This has been the vision and mission of FSC.

Professionally managed by the College of Social Work, Nirmala Niketan, Mumbai, the Centre is guided by the values of social justice, equality, equity and most importantly respect for human dignity.

Practicing theory of social work and theorizing practice from the grassroots level work have been the guiding principles of FSC.

The Centre has been pioneers in the field of “Non Institutional Services-Family Based Care” for children from 1962. The trajectory of the organization has always been to pursue and contribute to policy development, programme interventions and legislative reforms in partnership with the government and other likeminded civil society organizations.

We are proud of the “TEAM FSC”, for its commitment in touching lives and making a difference!!

Best Regards,

Dr. Nilima Mehta
Honorary Director



INTERVENTION AREAS OF FAMILY SERVICE CENTRE

EDUCATIONAL SPONSORSHIP

The sponsorship program aims to rehabilitate the family through education of its children so that the family becomes self-reliant. Recognizing that financial constraints force academically promising children to discontinue education, FSC developed this comprehensive intervention to break the cycle of intergenerational poverty through sustained educational support, acknowledging that success requires holistic family engagement beyond mere financial assistance. This program operates across Colaba, Cuffe Parade, and Uttan, supporting 300 academically promising yet economically disadvantaged children through monthly sponsorships, structured learning activities, and regular counselling. Social workers addressed challenges including irregular attendance, family stress, and domestic issues while providing guidance on discipline, goal setting, and communication skills.



The program provided academic support through tuition referrals, awareness sessions on cyber safety (with CRY), menstrual health (with Cresa Greentech), and stress management. Strategic partnerships with Taj Group of Hotels, Chhatrapati Shivaji Maharaj Vastu Sangrahalaya Museum, Holy Name School, Ratna Nidhi Charitable Trust, and PRAJA Foundation provided experiential learning opportunities. Additional capacity-building sessions covered awareness on civic engagement, financial literacy, and consumer rights for parents. They also received training in emotional regulation and positive parenting techniques to create stable, nurturing family environments. The program successfully improved attendance patterns and academic performance of children. Family counselling reduced household stress and created more stable home environments, leading to enhanced behavioral development in children including better discipline, goal-setting, and communication skills. These outcomes were assessed through systematic monitoring of school attendance and academic records, documentation of counselling sessions, and structured feedback from caregivers, educators, and program staff. Participants gained information on critical life skills in cyber safety, health awareness, and stress management. Social workers conducted sessions to empower parents in the areas of financial literacy and civic engagement capabilities, with an aim to create a multiplier effect and strengthen families and communities, ultimately establishing sustainable pathways for long-term development.



Higher Education

The Higher Education Program was to support academically capable students from low-income backgrounds who are at risk of discontinuing their education due to financial constraints. The program offered a holistic approach, combining personalized career counselling, digital literacy training, and financial assistance to help students pursue higher education or vocational training aligned with their career aspirations.

Financial support for college and vocational courses was made possible through a strategic partnership with Ms. Sangita Rajesh Gala's Shri Tokershri Velji Vaghani Manav Rahat Trust, ensuring sustained funding for deserving students. Additionally, undergraduate students preparing for competitive exams were connected with Smilz Niksham Seva Trust, which provided expert guidance and structured support for exam readiness. This comprehensive intervention enabled students to continue their education, build foundational skills, and move toward long-term economic empowerment and career success.



Career Guidance and Personality Development for Students

Recognizing the need for structured career support among adolescents in Colaba, Cuffe Parade, and Uttan, FSC conducted a comprehensive workshop for students from 9th to 12th standard. Designed to build both career awareness and personal growth, the session focused on key skills such as goal setting, communication, leadership, time management, and teamwork. Students engaged in interactive activities, including a SWOT analysis to better understand their strengths and development areas. By exposing them to various career options and fostering self-reflection, the program strengthened their confidence and equipped them with essential life skills for informed educational and career choice



Kirti, a bright and ambitious young girl from a humble background, faced a challenging situation when her relatives suggested a marriage proposal. Her parents initially agreed without consulting her, believing she was ready for marriage. However, Kirti was clear about wanting to focus on her studies and career before considering marriage.

Feeling unheard, Kirti approached FSC's social worker who provided counselling and facilitated discussions with her parents. Through gentle guidance, her parents began understanding her perspective and reconsidered their decision, especially after learning about the educational mismatch with the proposed groom.

In a significant turning point, Kirti's mother called the boy's family to respectfully decline the proposal, explaining that they would respect their daughter's timeline and daughter's decision. Today, Kirti is completely focused on her studies with her parents' full support. They now see her as a strong young woman with dreams and are committed to helping her achieve her goals. This transformation reflects how FSC's intervention helped preserve a girl's right to education while strengthening family understanding and communication.

Kirti

SUCCESS STORIES

Rahul, a determined youth from Ambedkar Nagar, is pursuing his final year in Sports and Entertainment Management at KC College while being raised by a single mother. Despite economic challenges, he has consistently worked part-time in events and food outlets to support his household and education expenses.

With a strong passion for fitness and personal training, Rahul aspired to enrol in the Advanced Personal Trainer Certificate Program at IFSA Institute, which offers professional certification and guaranteed job placement with a reputed gym. However, the course fee posed a significant financial challenge for the family.

Recognizing his potential and determination, Rahul approached FSC for sponsorship support. FSC successfully identified a sponsor and secured ₹21,000 towards his course fee, with his mother covering the remaining amount. This timely intervention not only reduced the family's financial burden but also enabled Rahul to pursue his career aspirations in the fitness industry.

Rahul's journey exemplifies how strategic support can transform passion into sustainable profession. With FSC's assistance, he is now positioned to become a certified fitness professional, creating a pathway to economic stability and a brighter future for himself and his mother.

Rahul

Poonam from Uttan Navikhadi has been supported by FSC's Sponsorship Project since 2017. Coming from a family facing multiple financial challenges including her father's limited fishing income, her mother's health issues, her sibling's heart surgery, and mounting education expenses Poonam's educational journey seemed uncertain.

Through FSC's consistent counselling on education, financial literacy, health, and savings, the family learned to better manage their resources and prioritize higher education. Poonam demonstrated exceptional academic performance, achieving 77.8% in SSC, 90.3% in HSC (Science), completing her MCA with CGPI 8.1, and earning a Post-Graduate Diploma in Cloud Computing.

With continuous guidance and motivation from FSC, Poonam explored career opportunities and recently secured employment at Elitser Infotech, earning ₹24,000 per month. As the eldest child, she is now committed to repaying her family's loans and providing ongoing support to her parents and siblings.

Poonam's transformation from a financially constrained student to a successful IT professional exemplifies the power of long-term educational support, demonstrating how sustained intervention can break cycles of poverty and create lasting positive change for entire families.

Poonam

BAL SANGAPON YOJANA

Foster Care Programme implemented by Department of Women and Child Development, Government of Maharashtra

Renamed as: KRANTIYOTI SAVITRIBAI PHULE BAL SANGOPAN YOJANA

The Krantijyoti Savitribai Phule Bal Sangopan Yojana, launched by the Government of Maharashtra through the Department of Women and Child Development in 2008, represents a pioneering initiative in child welfare and protection through provision of Rs.2250/- monthly for children whose parents are unable to take care of them due to various reasons such as chronic illness, death, separation, or abandonment by one parent or some other calamity. FSC conducted regular home visits to meet the child who receives monetary support under the program. These visits are an important part of the follow-up process, ensuring that the assistance provided is making a meaningful difference in the child's life. This follow-up ensured the child's needs were met and promoted their overall well-being and growth. However, in October 2024, the Department of Women and Child Development (DWCD), Mumbai City, implemented a strategic restructuring of the Bal Sangopan Yojana, transitioning from existing organizational approvals to a refreshed network of 467 newly empanelled implementing partners. Recognizing the potential impact on beneficiary families during this administrative transition, the Family Service Centre proactively mobilized resources to provide comprehensive support, offering clear communication about procedural changes, assisting parents with documentation requirements, and providing step-by-step guidance to ensure seamless continuity of care.



The adoption program of Family Service Centre initiated in 1962, has a long-standing legacy of ethical and child-centric adoption practices. Over the decades, the program has evolved from a parent-centric model to one that prioritizes the best interests and long-term welfare of the child. Since the early 1970s, FSC has championed family-based care for young children, ensuring nurturing environments over institutional settings.

In 2024, the Ministry of Women and Child Development, Government of India, revised the Model Foster Care Guidelines. As per Rule 23(4) of the Juvenile Justice Model Rules, 2016 (amended in 2022), all children in need of care and protection above the age of six, whether residing in Child Care Institutions (CCIs) or within the community, are now eligible for foster care. Due to changes in policy, the Child Welfare Committee could not issue custody orders to Family Service Centre for children in need care and protection below six years of age. Since FSC follows a family-based care model by placing young children in temporary foster families, this led to some operational challenges. As a result, no new child placements were made during the reporting year. However, FSC remained fully active and continued to carry out its responsibilities as a recognized Specialized Adoption Agency (SAA). The team facilitated the adoption process for Prospective Adoptive Parents (PAPs) through pre-adoption counselling, preparation of Home Study Reports (HSRs), and revalidations of HSRs—essential for those waiting longer than three years, as per CARA guidelines. FSC also provided post-adoption support, helping families navigate the emotional, social, and legal aspects of adoption.

In compliance with section 47 of the Adoption Regulations, 2022, which permits adoptees over the age of 18 to access information about their origins, FSC thoughtfully facilitated 09 root search request. These were approached with sensitivity and compassion, carefully balancing the adoptee's right to learn about their biological roots with the birth mother's right to privacy and respect.

Through all these efforts, FSC continues to uphold its commitment to ethical, regulated, and child-centric adoption practices, ensuring that every child's right to a loving family is fulfilled with compassion and responsibility—even amidst changing policy landscapes.

Adoption Promotion Week

As part of FSC's commitment to expanding adoption awareness and reaching potential stakeholders, FSC during Adoption Promotion Week distributed informational posters across strategic public touchpoints, including police stations, hospitals, community clinics, individual doctors, and public health centers who have been in our contact throughout the year. This community outreach initiative was designed to address persistent societal misconceptions about adoption while educating frontline service providers who often encounter vulnerable families and children in need of care and protection.

Fifteen years ago, the Pereira family adopted a child and since then they are committed to motivate other families for adoption. The Pereira family's tremendous efforts are largely responsible for the success of the Adoption Promotion Week. On November 23rd, 2024, the Family Service Centre hosted a meeting for Prospective Adoptive Parents who are awaiting child referrals. Around 16 PAPs attended the same meeting. The experienced adoptive parents provided their unique thoughts on adoption, parenthood, the necessity of sharing the fact of adoption, and legal adoption. Their engaging seminar shared knowledge and confidence with potential parents.



Family Meet program

The Family Meet Program serves as a vital support mechanism within FSC's adoption services framework, creating structured platforms for Prospective Adoptive Parents (PAPs) and adoptive families to connect, share experiences, and build meaningful networks. This program recognizes that the adoption journey can be emotionally challenging and complex, requiring peer support and guidance from those who have navigated similar experiences.



Through organized meetings and group sessions, the program facilitates knowledge sharing on adoption processes, parenting strategies, legal procedures, and emotional preparation, while fostering a sense of community among families at various stages of their adoption journey. The initiative strengthens FSC's holistic approach to adoption services by addressing the psychosocial needs of families beyond the technical aspects of adoption, ensuring that prospective and current adoptive parents have access to emotional support, practical guidance, and sustained encouragement throughout their family-building experience.

COMMUNITY INTERVENTIONS AT COLABA, CUFFE PARADE, AND UTTAN

At FSC, the belief is that true community development begins when people are empowered to bring change from within. The aim is to create a self-reliant community where every individual gets the opportunity, support, and motivation to reach their full potential. Over the years, a conscious shift has been made from charity-focused work to long-term development and capacity-building. This change has been intentional because building skills, confidence, and collective strength leads to sustainable and meaningful impact. Programs and initiatives were designed and implemented to address the challenges faced by the community. These efforts focused on participation, skill development, awareness, and creating spaces where people could come together to find solutions.

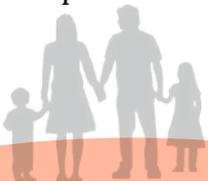
PROGRAMS WITH CHILDREN

Balwadi

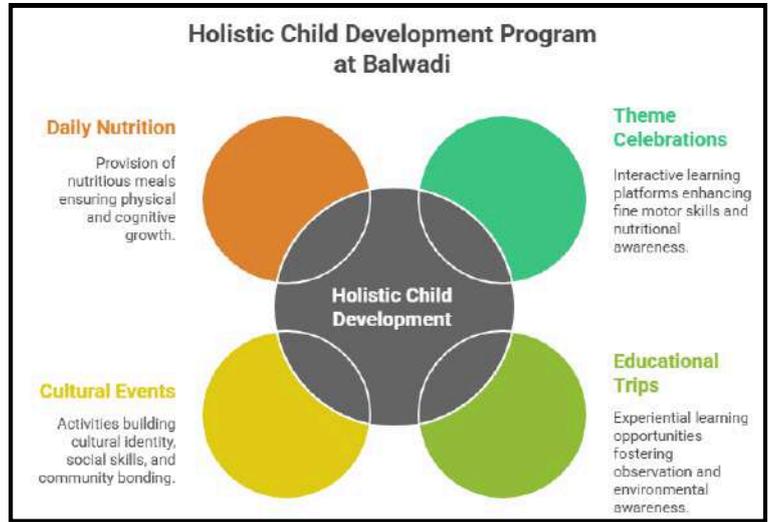
Children from underserved communities often lack access to quality early childhood education, nutrition, and a safe learning environment. This gap not only delays their cognitive and emotional development but also affects their preparedness for formal schooling. Recognizing the critical role of early years in shaping lifelong learning and well-being, FSC initiated its Balwadi. Designed in line with the 2024 Early Childhood Care and Education (ECCE) framework, the program provided 71 children across Colaba, Cuffe Parade, and Uttan with structured daily routines that integrated literacy, numeracy, values education, life skills, nutrition, and cultural enrichment.



Nutritious meals, cultural celebrations, and experiential learning through four educational field trips further enriched the program, creating a safe and stimulating space for holistic growth.



The initiative successfully bridged educational gaps by enhancing children’s cognitive abilities, social behavior, and emotional resilience. It improved their overall readiness for formal schooling while nurturing cultural awareness, healthy habits, and a love for learning. Parents also reported positive changes in their children’s confidence, discipline, and enthusiasm for education, demonstrating the program’s impact beyond the classroom.



Priya, a 3-year-old in our Balwadi, showed delayed speech and milestones. She spoke only in disjointed speech, which worried her parents. She was referred to Sion Hospital, and was diagnosed with speech delay but had no major medical issues. With regular therapy and guidance, her speech and communication improved significantly—about 90% progress. She now speaks more clearly, with occasional slow speech and minor stammering. Priya is cheerful, active, and continues her steady development while studying in our Balwadi.

When little Anushka joined Balwadi two years ago, she was quiet, withdrawn, and hesitant to speak. In her first year, she barely interacted and often cried at separation. With patient guidance and a nurturing environment, she gradually opened up. Repeating a year in the Balwadi due to school age criteria gave her time to grow, and in her second year she began speaking with confidence, actively participating, and showing a love for singing and creative activities. Anushka is now regular in school, helpful to her peers, and displays empathy and leadership. With improved academics and family involvement through Parent-Teacher Meeting (PTM) and the Ante Natal Care /Post Natal Care (ANC/PNC) program, she has blossomed emotionally, socially, and academically. Her journey from silence to confidence shows the power of supportive early education.

Balmandal

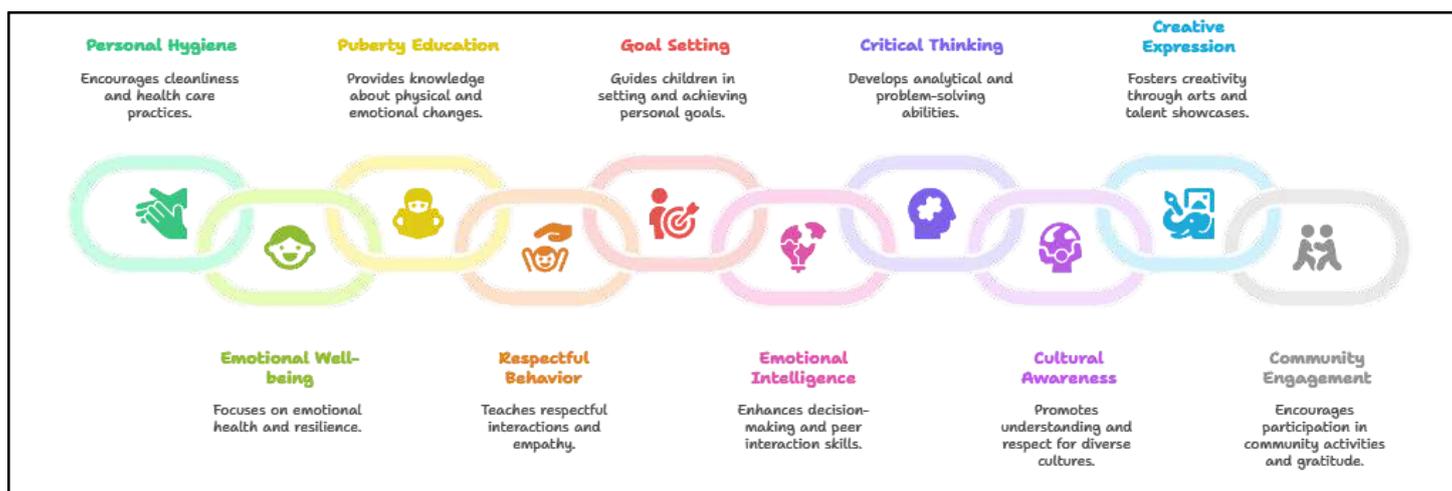
Bal Mandal is a child development initiative that brings together children (usually aged 5–17) from Colaba, Cuffe Parade and Uttan communities into a safe, supportive space where they learn life skills, values, and social awareness through group activities, creative expression, and guided discussions. It not only nurtures confidence, empathy, and responsibility but also addresses critical issues like safety, health, and child protection, helping children grow into informed, resilient, and responsible individuals.

Our Program Officer and Para Professionals conducted sessions on hygiene, emotional well-being, respectful behavior, empathy, and goal setting, helping children build emotional intelligence, decision-making, and time management skills.



Throughout the year, children showed notable improvement in emotional intelligence, decision-making, and time management skills. For example, during group activities and classroom tasks, they learned to manage their time effectively and make thoughtful choices. Festival celebrations helped them develop cultural sensitivity and appreciation for diversity. Their self-expression was further enhanced through talent showcases, art competitions, storytelling sessions, and creative workshops, where they confidently shared their ideas and talents. The program successfully built protective awareness among younger children regarding personal safety, while older participants exhibited improved critical thinking abilities and social communication skills through structured debates and community activities.

Comprehensive Child Development Program at Balmandal



Special Enrichment Programs: Summer Camp and Diwali Dhamaka

Children from economically disadvantaged communities often have limited access to enriching experiences beyond their immediate environment, which restricts opportunities for social development, cultural exposure, and confidence building. Recognizing the importance of such experiences, FSC designed specialized enrichment camps to accelerate social growth, foster creativity, and nurture peer relationships.

FSC conducted the Summer Camp and Diwali Dhamaka, offering children transformative learning opportunities through strategic partnerships with organizations like Smilz Foundation, Taj Group, and Chhatrapati Shivaji Maharaj Vastu Sangrahalaya. Activities included games, educational museum visits, creative art sessions, life skills training such as towel folding, mandala colouring, rangoli making, cultural programs, and exposure visits to Keshav Shrushti and Global Pagoda, as well as entertainment through dance and magic shows.

These camps integrated fun with structured learning, cultural appreciation, and practical skill development. The camps strengthened peer bonding, enhanced cultural awareness, and expanded children’s worldview through exposure visits. Participants developed practical life skills, expressed creativity, and gained confidence in group settings.

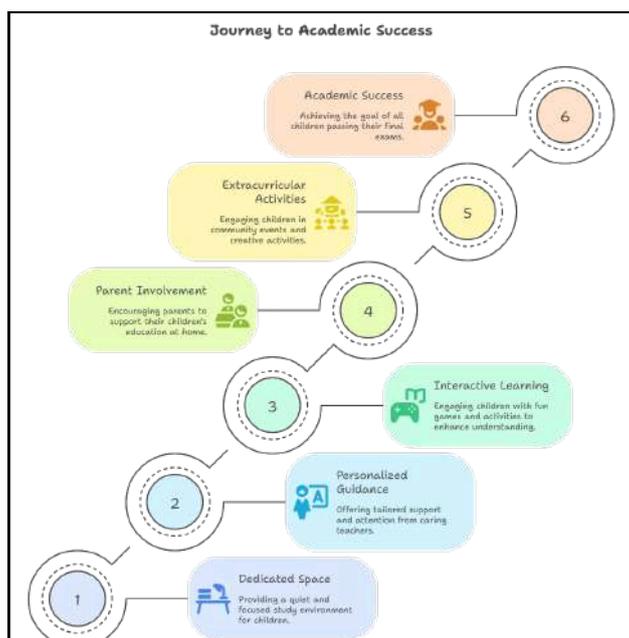


These camps provided children with a balanced blend of enjoyable activities and structured learning, fostering cultural appreciation and skill development through craft sessions and storytelling that enhanced creativity. Educational visits to museums and local landmarks expanded their horizons, while group games and collaborative tasks promoted stronger peer relationships and teamwork. The camps created lasting memories and a sense of belonging, celebration, and joy for children who otherwise have limited access to such holistic and enriching experiences.

Study Class

Many children from Colaba and Cuffe Parade lack quiet study spaces at home and receive little academic support due to their parents' limited educational background. This creates barriers to learning, homework completion, and overall school performance. To address this gap, FSC's Study Class program provided 55 children (25 from Colaba and 30 from Cuffe Parade) with a safe and focused learning environment. Children attended two-hour sessions daily when they received personalized academic guidance, homework support, and subject-specific assistance in areas like Mathematics and Spoken English through interactive methods.

Regular parent meetings offered practical strategies to engage with their children's education, while community events and extracurricular activities promoted teamwork, creativity, and self-expression. The program strengthened academic skills, improved reading, math comprehension, and classroom participation, and boosted children's confidence in learning. Teachers tracked progress holistically, valuing effort and consistency alongside grades. A key achievement was that all 27 children appearing for final school exams passed successfully, demonstrating enhanced academic readiness, confidence, and motivation to continue their education.



Manish is an 11-year-old boy studying in the 5th standard. He was very active, playful, and had very little interest in studies. He could not sit in one place for long, and his attention would quickly shift. His academic performance was poor, and he was at risk of failing his final exams.

His parents were very worried. They approached the study class teacher and expressed their concern. Manish was not regular to class and found it hard to concentrate or follow instructions.

The teacher accepted the challenge and decided to work with Manish using creative methods. Instead of traditional teaching, the teacher used playful learning techniques such as puzzles, games, and short activities combined with small study sessions. Over time, this helped Manish sit for longer periods and focus better.

To further support him, music therapy and short meditation exercises were introduced before and after the study class. This helped calm him down and improved his focus. Gradually, Manish started showing improvement. He began attending class regularly, participated in activities, and started understanding lessons better.

In the final exam, Manish scored 70% marks. This was a big achievement for him. His parents were extremely happy and grateful for the positive change in their child.



School Intervention Program

The School Intervention Program was initiated in response to the growing need to address critical developmental challenges faced by children and adolescents, particularly in areas of personal safety, emotional well-being, and life skills. Many students lacked structured guidance on recognizing unsafe situations, building healthy relationships, and managing emotions effectively, while increasing exposure to digital platforms further heightened their vulnerability to cyber risks. A total of 230 children benefited from this school-based intervention program

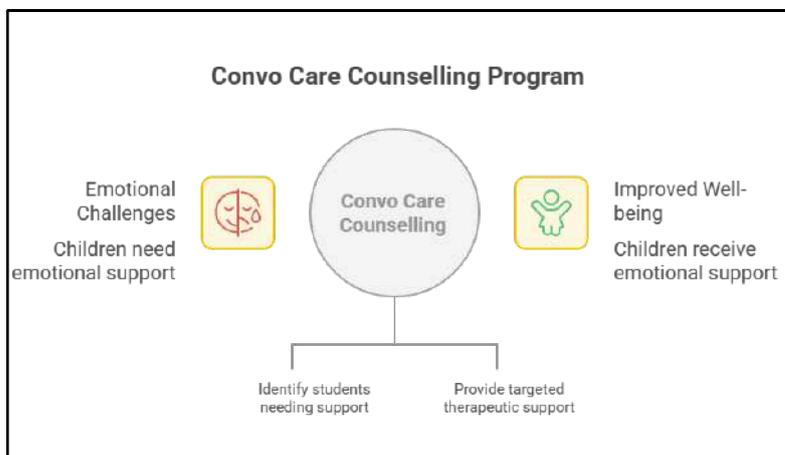


In addition, this year FSC collaborated with CRY Foundation to organize a special session on Cyber Safety and Cyber Crime for students of St. Joseph College, Uttan and Holy Name High School, Colaba.

This session empowered 430 students with essential knowledge and precautions regarding safe digital behaviour and cyber laws. In conclusion, the School Intervention Program has proven to be a vital initiative in nurturing the holistic development of children and adolescents by equipping them with essential life skills, emotional resilience, and safety awareness.

Convo Care Counselling

The Family Service Centre launched the Convo Care Counselling initiative at Holy Name High School to provide targeted therapeutic support for children experiencing emotional and behavioral challenges. This school-based counselling program operates through a collaborative approach, where teachers identify students requiring emotional support and refer them for professional intervention.



Ahan a 9-year-old, was referred for frequent aggression and social difficulties. Counselling revealed he was bullied, felt isolated, and came from a home with domestic challenges. FSC referred him to Nair Hospital, where he was diagnosed with Autism Spectrum Disorder (ASD). With counselling, inclusion strategies at school, and activities like karate and music, Ahan gradually gained confidence and built friendships. His mother, supported by FSC, also secured employment, improving family stability. Today, Ahan's progress in school and social life shows how early help and ongoing support can make a big difference in a child's development.



PROGRAMS WITH WOMEN

Vocational training-Tailoring

Initially the women in communities were more engaged in household chores, and lacked self confidence and self esteem. FSC continued its commitment to empowering women from marginalized communities through skill-building, livelihood opportunities, and confidence-building programs. At the Colaba and Uttan Community Centre, 30 women completed a tailoring course, where they learned fabric cutting, stitching, finishing, and small-business basics. Many purchased sewing machines, began taking local tailoring orders, and now contribute financially to their households.



Alongside tailoring, participants attended sessions on financial literacy, health, hygiene, and women's rights, helping them manage income, reduce expenses, and make informed decisions.

The Duster-Making Project also made a strong comeback with the reopening of Taj Wellington Mews. Fifteen women produced and delivered about 7,000 dusters this year, creating a steady income source while improving teamwork and efficiency.



The Udaan Project provided another creative platform for women to earn through handcrafted products. This year, new items such as keychains, woollen pouches, and raw silk pouches were introduced alongside existing products, reflecting innovation and response to growing market demand. With continuous training, market exposure, and strong support from Smilz Nishkam Seva Trust, women enhanced product quality and expanded sales at platforms such as Taj Group of Hotels, Nirmala Niketan, Our Lady of Velankanni Shrine and community events. All income generated was given directly to the women, ensuring recognition, financial independence, and pride in their work. Through these initiatives, women gained not only sustainable income but also greater confidence, independence, and respect within their communities.

Neha, a 17-year-old from the Banjara community in Cuffe Parade, was identified during a community visit by an FSC representative. She has Phocomelia Syndrome which leads to impaired physical growth in her lower body, which made her weak and she later developed a disability that prevented her from attending school. Neha showed remarkable determination by teaching herself to read, write, and learn stitching and handicrafts through YouTube videos and attending tuition for understanding basics of any language.

With her father's irregular income and her mother working as a domestic worker, the family faced financial hardship—but her parents, supportive from the beginning, always encouraged her efforts. When Neha showcased her beautifully handcrafted samples during the visit, the FSC team immediately recognized her potential. To help her take the next step toward independence, FSC researched and identified a suitable electronic sewing machine adapted to her needs and approached Shri Tokarji Velji Manav Rahat Trust, who generously agreed to sponsor it. Today, Neha skillfully uses the machine to stitch clothes, contribute to the household income, and build her confidence. She is also an active participant in FSC's Udaan Project, where her creativity is further nurtured. Additionally, FSC is assisting her with documentation to obtain a UDID card so she can access government schemes and benefits.



The program delivered significant outcomes, with one group successfully completing its first year by investing savings into fixed deposits and several women launching micro-enterprises in tailoring, snacks production, and tiffin delivery. Participants reported greater self-confidence, decision-making power, and self-reliance, with many stepping into leadership roles within their families and communities. Through FSC's holistic support framework, the SHGs not only enhanced women's financial security but also helped to strengthen their personal growth and social empowerment. Through FSC's holistic support framework, the Self-Help Groups (SHGs) not only improved women's financial security by facilitating access to microloans and skill development programs like tailoring and handicrafts, but also fostered their personal growth and social empowerment. For example, many women gained confidence through leadership training and actively participated in community decision-making, strengthening their roles both within their families and society.



Reshma, abandoned by her husband and left without income, initially struggled emotionally and relied on her ageing father for support. With regular counselling, she regained confidence and secured work as an office helper. Today, she is financially independent, supports her daughter's education, and shares family responsibilities. Her transformation has motivated her daughter, eased her father's burden, and inspired other women in her community to take steps toward independence. Reshma's courage has created a ripple effect of hope, dignity, and empowerment.

Pre-Marital and Spousal Counselling

Marriage transition represents a critical life stage requiring specialized support to establish healthy relationship formation. Young couples often face challenges in communication, role adjustment, and conflict resolution without adequate guidance. FSC's Newly Married Couples Program addresses this gap by providing evidence-based relationship education during the crucial early marriage period, when intervention can significantly impact long-term marital satisfaction and stability.

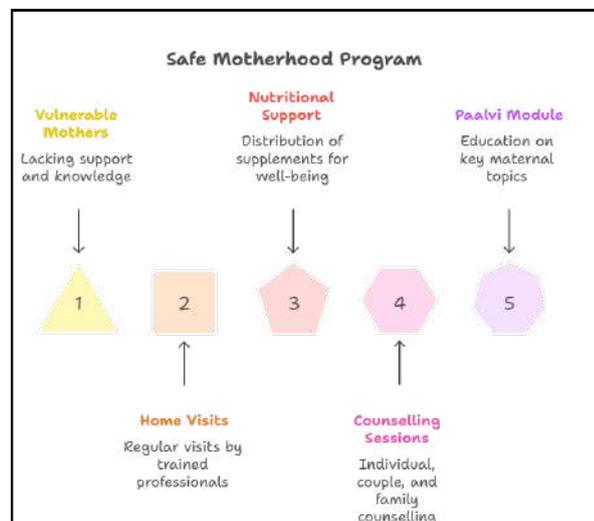
The importance of the program to support young couples in building strong marital foundations through guidance on communication, trust, respect, and conflict resolution. Conducted at St. Joseph School, Cardinal Gracias Hall, the program engaged 23 participants from coastal communities and addressed practical aspects such as financial planning, mutual support, and infertility awareness within a safe and reflective environment. Couples reported improved communication, confidence in managing challenges, and stronger emotional bonds, fostering healthier relationships and long-term marital stability.



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

Maternal and infant mortality rates remain significant public health challenges, particularly in urban slum communities where access to quality healthcare and health education is limited. Safe motherhood initiatives are critical for ensuring positive pregnancy outcomes and healthy child development. FSC's ANC-PNC project addresses these challenges by providing comprehensive prenatal and postnatal care support, with community-based education and nutritional interventions to improve maternal and child health outcomes.

FSC implemented a Safe Motherhood Program in Colaba, Cuffe Parade, and Uttan, reaching women through regular home visits by trained social workers and para-professionals. The program combined nutritional supplement distribution with individual, couple, and family counselling to promote maternal and child well-being. Using the evidence-based Paalvi module with videos and visual aids, group sessions covered key topics such as nutrition, hygiene, breastfeeding, vaccination, emotional health, and danger sign recognition. Daily nutrition support and personalized counselling built trust, dispelled myths, and strengthened family engagement during pregnancy and postnatal care.



A total of 214 women benefited from the year-long ANC-PNC initiative, showing improved maternal and infant health outcomes, including healthier weight gain in mothers and increased newborn birth weights. Participants gained better knowledge of pregnancy care, nutrition, and newborn management, while the integrated approach of nutritional support, health education, and family counselling led to safer pregnancies, positive birth outcomes, and stronger community capacity in maternal and child health.



When Tanisha and her family moved into the community, they faced emotional distress and isolation, initially avoiding all contact. Through patient and consistent outreach, FSC gradually built trust, eventually learning that Tanisha, who had previously lost two pregnancies, was expecting again under high-risk conditions. She was enrolled in the ANC/PNC program and provided with regular medical check-ups, nutrition guidance, emotional counselling, and continuous support. With collective care, she safely delivered a healthy baby boy via C-section. Today, the family is engaged and hopeful, expressing deep gratitude to FSC for restoring their confidence, health, and well-being.

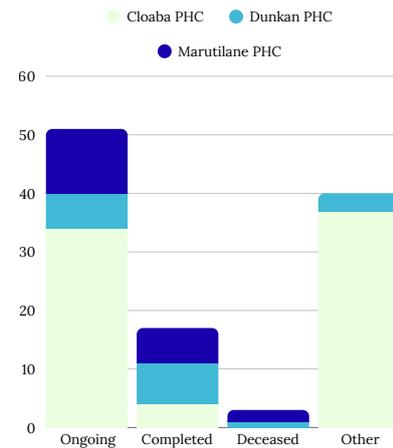


Tuberculosis Project:

Tuberculosis remains a significant public health challenge, particularly affecting marginalized urban communities where malnutrition, overcrowding, and limited healthcare access create conducive conditions for disease transmission and progression. TB patients often face dual challenges of medical treatment adherence and social stigma, while malnutrition significantly impacts recovery outcomes.

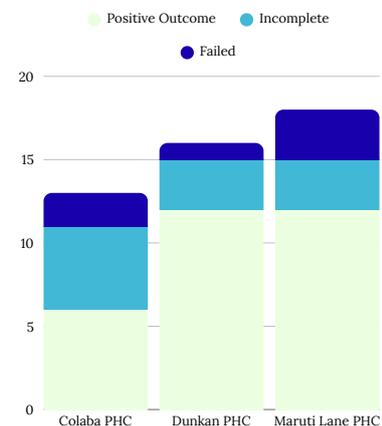
Community-based TB support programs are essential for ensuring treatment completion, reducing transmission rates, and addressing the socio-economic barriers that hinder patient recovery and rehabilitation. In partnership with Taj Mahal Hotel, FSC implemented a tuberculosis support program providing thrice-weekly nutritious meals to patients at Colaba PHC, home visits by trained health workers, and awareness activities such as Egg Day, Nutrition Week, and World TB Day. Through the government's Nikshay scheme, monthly ration kits were distributed to ensure consistent nutritional care.

Over 104 patients benefited from the program, demonstrating improved treatment adherence, enhanced nutrition, and stronger recovery outcomes. For instance, regular follow-ups ensured patients took their medication consistently, while nutrition assessments helped tailor dietary support such as provision of nutrient-rich meals and supplements. These positive changes were tracked through detailed progress reports maintained by medical practitioners at the Public Health Centre and FSC program team members. Additionally, the program successfully reduced stigma around tuberculosis by organizing community awareness sessions, promoted healthy hygiene practices, and fostered a supportive environment through local peer groups, thereby strengthening overall community involvement in TB prevention and care.



Types of Tuberculosis

Sunil, a 64-year-old diagnosed with Multi-Drug Resistant TB in 2023, faced severe health and financial challenges. Enrolled in the Nikshay program and supported by FSC from mid-2024, he and his family received counselling, hygiene awareness, and monthly food packages for six months. With consistent medication, improved practices, and encouragement, Sunil regained strength, resumed work as a part-time cleaner, and completed his treatment successfully. His recovery reflects resilience, improved family well-being, and the vital role of FSC's timely support.



Treatment Outcome: Tuberculosis



Family Health/Lane Meetings:

FSC identified significant gaps in community health awareness, limited access to essential services, and inadequate support systems affecting family well-being across communities. Households faced multiple challenges including health-related issues, educational barriers, economic instability, and substance abuse, with limited knowledge of available resources and intervention mechanisms.

FSC implemented a Family Support Program featuring household assessments, personalized counselling, and referrals to healthcare and government services.



Regular lane meetings and evidence-based awareness sessions addressed key health priorities including Non Communicable Diseases, infectious diseases, maternal health, and substance abuse. Strong partnerships with healthcare institutions and support organizations ensured continuity of care

The program achieved enhanced community health literacy, improved family resilience, and strengthened service linkages across target populations. Measurable improvements were recorded in health-seeking behaviours, early intervention practices, and community participation in health promotion activities.

Resource Utilization Strategy

FSC optimized resources through strategic partnerships with government hospitals, health centers, and administrative offices, ensuring beneficiary access to subsidized healthcare and welfare schemes. Support from Holy Name High School, corporate partners like Taj Wellington Mews and TAJ Hotels, and venues such as College of Social Work, Nirmala Niketan and local churches enhanced program delivery. Community networks, local donors, and experts strengthened services, while collaborations with NGOs expanded program reach. Weekly coordination with Community Health Workers and individualized counselling by social workers further improved family well-being. This integrated approach reduced costs, enhanced quality, and built sustainable community support systems.



Medical Assistance:

Through comprehensive community assessment, FSC identified significant barriers to healthcare access, particularly among individuals receiving treatment at government hospitals who faced financial constraints in purchasing prescribed medications from private pharmacies. In response to this critical need, FSC implemented a targeted medical assistance intervention, generously supported by Ms. Shweta Shah, to provide essential medication cost coverage for financially disadvantaged patients. The program also encompasses holistic care provision, including the supply of dignity-preserving essentials such as adult diapers for clients with physical disabilities, medical assistance for epilepsy treatment and brain tumour, and injections for hip bone fracture leading to paralysis. As a result of this initiative, FSC successfully enabled vulnerable community members to access necessary medical treatments without financial burden, thereby improving health outcomes and ensuring comprehensive support that addresses both clinical and personal care needs within our service population.

Micro Finance Project

FSC continued to comprehensive microfinance initiative aimed at empowering individuals and strengthening family units through entrepreneurial development. Through the generous philanthropic support of Mr. Rahul Karnavat, FSC successfully disbursed interest-free loans to selected clients with viable business aspirations, including those seeking to establish small enterprises and acquire essential equipment such as sewing machines. This strategic intervention is designed to promote financial independence and sustainable self-sufficiency among our beneficiaries. The program enables clients to develop viable income-generating activities, creating pathways to economic stability for themselves and their families. Currently, participating clients are in various stages of business establishment and development.

United Way Mumbai- Tata Mumbai Marathon (TMM)

The Tata Mumbai Marathon was held on January 19, 2025, served as a significant platform for FSC's fundraising and awareness initiatives. In collaboration with United Way Mumbai, which has consistently supported various non-profit organizations in mobilizing resources and promoting important social causes, FSC successfully participated in this impactful event. The funds generated was strategically distributed across our diverse programs and projects. We extend our sincere appreciation to all contributors who supported, with particular gratitude to Mr. Kunal Khanna for his invaluable assistance. Ms. Anisha Johari, a dedicated member of the FSC Managing Committee, demonstrated exceptional leadership by spearheading this initiative and successfully securing the fundraising amount of Rs. 13,04,909/- for our organization's continued social impact work.



STUDENTS' FIELDWORK PLACEMENT

College of Social Work, Nirmala Niketan, Mumbai

Ms. Sai Pawar

Ms. Pavani Madduluri

Ms. Shubhangi Shinde

Ms. Divija Adappa

Mr. Vint Gonsalves

Hesso School of Social Work, Switzerland

Mr. Donovan Notoho

PROFESSIONAL DEVELOPMENT AND ORGANIZATIONAL STRENGTHENING

Continuous professional development has been integral to improving service quality, aligning with updated child protection laws, and supporting family empowerment efforts. During the reporting period, the organization focused on well-structured training programs designed to upgrade staff skills and boost the effectiveness of program delivery. These initiatives played a vital role in equipping the team with the knowledge and tools necessary to navigate complex regulatory environments and enhance overall programs outcomes.

Key Training Initiatives Included:

- Active participation in the Central Adoption Resource Authority (CARA) Quarterly Virtual Training sessions, focusing on the Adoption Regulations 2022 and updates from Specialized Adoption Agencies.
- Attendance at a joint workshop hosted by the Department of Women and Child Development, Mumbai City, and Prerna organization, covering Social Investigation Reports (SIR) and Individual Child Care Plans (ICCP).
- Engagement in an in-depth workshop on CARA Regulations 2022, organized by the Women and Child Development Commissionerate, Pune, Maharashtra.
- Involvement in foster care training sessions for child protection stakeholders and functionaries, conducted in collaboration with UNICEF and Catalysts for Social Action.
- Specialized workshops on key areas such as project proposal writing and legal case-building (led by the Centre for Social Justice), FCRA compliance (organised by Standard Chartered Bank), and viral hepatitis awareness (facilitated by United Way Mumbai).
- Internal team-building and skill development sessions covering documentation, communication, teamwork, and performance assessments, alongside strategic planning for the upcoming year. Morale and collaboration were further boosted through regular “Fun Friday” events and festive celebrations.

These focused investments in capacity building have significantly enhanced staff proficiency in regulatory compliance, child welfare practices, case management, and interdepartmental collaboration—contributing directly to stronger program implementation and overall organizational impact.



EXPRESSION OF GRATITUDE

FSC extends its heartfelt gratitude to all our supporters and well-wishers who stood by us during the year. We are deeply thankful to Ms. Sangita Rajesh Gala for her unwavering support towards the Balwadi project, higher education, and medical assistance for children with special needs across the communities of Colaba, Cuffe Parade, and Uttan. We also express our sincere appreciation to Shri Tokershri Velji Vaghani Manav Rahat Trust for supporting the higher education of children, and to Dr. Geeta Balakrishnan for her valuable contribution towards Tuberculosis nutrition under the Nikshay Scheme as well as Ante-Natal Care/Post-Natal Care nutrition. We would like to express our appreciation to Holy Name High School for generously providing space for all our programs. We are grateful to Ms. Anisha Johri for her immense support during the Tata Mumbai Marathon.

We gratefully acknowledge Ms. Rukiya Rawat for preparing the new Balwadi syllabus free of cost, and extend our thanks to CSR partners, Yale Synthulube Industries Private Limited and Marflix Pictures Private Limited for their generous funding support.

While this year was a period for Foreign Contribution Regulation Act (FCRA) renewal, we are especially grateful to all our donors and well-wishers for their trust and continued support, which enabled FSC to carry forward its mission and projects with commitment and care.

NETWORKING

EDUCATION SECTOR

College of Social Work,
Nirmala Niketan,
Mumbai

St. Joseph High
School,
Uttan

College of
Social Work,
Nirmala Niketan
Extension Centre
Goregaon

Holy Name
High School,
Colaba

St. Xavier College
(Autonomous),
Mumbai

College of Home
Science, Nirmala
Niketan,
Mumbai

ADOPTION AND FOSTER CARE SUPPORT SYSTEM

Central Adoption
Resource
Agency (CARA),
N. 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

Mr. Rajesh & Ms. Sangita Gala
Dr. Hiren & Dr. Rekha Ambegaonkar
Mr. Atif & Ms. Farzeen Chaudhary,
Mr. Parvez & Mrs. Fatima Ansari
Dr. Sumit & Ms. Jyoti Shine

Mr. Jayesh & Ms. Varsha Kevelramani Patel
Mr. Sunil & Ms. Geetanjali Rohokale
Mr. Abhay & Ms. Anjali Jinsiwale

Mr. Paras & Ms. Shruti Savla
Mr. Pinakin & Ms. Maya Balsara
Mr. Sagar Ms. Vrushali Kulkarni

HEALTH SECTOR

Stella Maris Hospital, Uttan

PHC-Colaba, Maruti Lane, Uttan & Duncaan Road

P.D. Hinduja Nursing School

NGO SECTOR

Connect For

Tokershi Velji Gala Manav Rahat Nidhi Trust

Smilz- Nishkam Seva Trust

YWCA, Colaba

United Way of Mumbai (Tata Mumbai Marathon 2024)

CRY Organization

UNICEF

Kotak Unnati Foundation

IACN-India Alternative Care Network

Majlis Legal Centre

Toy Bank

Adapt- The Spactic Society of India

Indian Association For Promotion Of Adoption & Child Welfare

Rotary Club of India



PUBLIC AND PRIVATE SECTOR

Yale Synthulube Industries Private Limited	Mira Bhayandar Mahanagarpalika	Credibility Alliance	Marflix Pictures Private Limited
Brihan Mumbai Municipal Corporation, (BMC)	Bank of Baroda, Bank of India, Citizen Credit Co-operative Bank Ltd., State Bank of India	Arihant Computer Systems	Colaba, Cuffe Parade & Uttan Sagari Police Stations
TAJ Group of Hotels	Waghela Xerox	Vignette Solutions	Skyline Advertisers
Nasscom Foundation	Colaba BEST bus Depot Backbaybus Depot	Old Custom House	Unik Printers
Chatrapati Shivaji Maharaj Vastu Sangrahalay (CSMVS)	Taj Wellington Mews	Nehru Planetarium	Collector Office
ICDS worker, Uttan	'A' Ward	RSM Associates	Snow World, Kurla

INDIVIDUAL RESOURCE VOLUNTEERS FOR FSC PROGRAMS

Ms. Rukaiya Rawat	Ms. Cynthia Pinto	Ms. Annuja Sanghvi	Dr. Rahul Verma, Consultant Neonatologist and Paediatrician
Mr. Selby & Mrs. Adele Pereira	Dr. Sagar Bhalke, Senior Resident, Psychiatric Department, Sion Hospital	Dr. Jayant Ranjane, General Physician	Mr. Kinnar & Mrs. Kavisha Shah



Dr. Ruksheda Syeda, Psychiatrist	Mr. Micky Nunis	Ms. Anjali Agarwal	Ms. Sangita Rajesh Gala
Fr. Leslie Malya, Parish Priest, Our Lady of Sea Church, Uttan	Adv. Hemant Gandhi	Ms. Dhara Bangera, Clinical Psychologist	Ms. Bhargavi Sawant
Ms. Alfiya, Medical Officer	Ms. Jyoti Chowdhary, Ms. Punam Khuman, Ms. Anupriya Shah- Smilz Niksham Seva Trust	Ms. Kunjal Gala	Mr. Rahul Karnavat
Ms. Komal Dedhia (Div's & Art)	Dr. Mahesh Patil, District Tuberculosis Officer (DTO)	Uttan Velankan Shrine, Stall community members	Fr, Stevan Kika Director, Mukti Sagar Prabodhan Kendra, Uttan
Ms Reena Agarwal	Ms. Marina Munis	Mr. Yogesh Waghmare	Mr. Sharad Vithal Palkar
Mrs. Rixela Munis	Ms. Saloni Ghiya	Ms. Neelam Depak Dusija	Mr. Rufino Gabru



Donation in kind

Taj Group of Hotels & Palace	Toy Bank	Ratna Nidhi Trust	College of Social Work, Nirmala Niketan	Bank of Baroda
Ms. Komal Rathod	Ms. Kareena Lawyer	Ms. Yasmin Davar	Ms. Rishika	Ms. Kety Jokhi
Mrs. Sangita Rajesh Gala	Dr. Nilima Mehta	Ms. Varsha Kewalramani Patel	Ms. Shalini Lekhraj	Ms. Tinsy Thomas
Mr. Sharad Dicholkar	Ms. Rita Barretto	Mr. Anant Tailor	Ms. Yachna Suri	Mr. Vijendra Singh
Ms. Gayatri	Ms. Namrata S.	Ms. Vidya Iyer	Ms. Shalini Gupta	Ms. Nisha Damani
Ms. Prema Aswani	Ms. Tejal Kadakia	Ms. Urrshila Kerkar	Ms. Rachana Jain	Ms. Asha Patodia
Ms. Mala B.	Ms. Herleen	Ms. Tanvi Parekh	Ms. Yachna Pant	Ms. Samita Shah
Ms. Behnaaz Engineer	Ms. Mala Bhavnani	Minoo Jokhi	Ms. Shibani Wadhwa	Ms. Anushree Jadhav
Ms. Suchita Damani	Ms. Ranu & Mr. Arun Khilnani	Laurik Bagave	Hoshang Jokhi	Mr. Pratham Sharma
Ms. Bandhana Sharma	Ms. Mala Bhavnani	Ms. Rina Kamath	Ms. Amita Shah	Ms. Rashmi Agarwal
Mr. Oscar Barretto	Ms. Deepti Joshi	Ms. Amruta Machetty and Mr. Soumendra Padhi	Ms. Prathna Sharma	



List of Donors

Above Rs.1,00,000/-

United Way of Mumbai
Marflix Pictures Private Limited
Yale Synthlube
Industries Private
Limited
Shri Tokershi Velji Vaghani Manav Rahat
Nidhi Trust
Dr. Geeta Balakrishnan

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

Mr. Vishwas Varde
GNX Lifeline Pharma LLP
Mr. Vijendra Singh
Ms. Vera Merwanji
Ms. Rekha Solomon
Seaqueen Fisheries
Mr. Ankeet Bhandari
Mrs. Yamini R Jhala

Rs.5,001 to Rs.20,000/-

Mr. Rahul Karnavat
Mr. Kiran Nair
Ms. Tinsy Thomas
Mr. Gilbert Fernandes
Mr. Nester Sonny Kagdya
Ms. Heena Mehta
Mr. Prasad Kadam
Mr. Bharat Shah
Mr. Mayank Mittal
Mr. Rahul Pradhan
Mr. Edward Correa
Ms. Maithili Pingulkar

Rs.5,001 to Rs.20,000/-

Mr. Annkush Sahdeo More
Ms. Purnima Mirchandani
Mr. Ratton Homi Kotwal
Ms. Neelam Deepak Dusija
Mr. Glanson Peter Gonsalves
Ms. Priscilla Glanson Gonsalves
Mr. Namit Shah
Mr. Vijay Bhavighar
Mr. Patterson Peter Gonsalves
Mr. Sayeed Cassim
Ms. Sophiya Gabru
Benar Engineering Works
Ms. Rincy Gourea
Ms. Rixela Manvel Munis



Up to Rs.5,000/-

Ms. Jenet Garea	Mr. Rufino Gabru	Ms. Shilpa Bunkawli
Mr. Shreyas Mehta	Ms. Rachael Picardo	Esskay Steel Corporation
Ms. Marina Manvel Munis	Ms. Pramila Darja	Ms. Bernadeth Chaphya

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 <small>(Resigned on January 2025)</small>	80	Male	Archbishop of Bombay	President, Ex-officio member	Nil	N.A.	-
Archbishop John Rodrigue <small>(Appointed on January 2025)</small>	57	Male	Archbishop of Bombay	President, Ex-officio member	Nil	N.A.	-
Ms. Sabeena Gonsalves	51	Female	Superior, DHM, Nirmala Niketan Institute	Vice President, Ex-officio member	Nil	N.A.	-
Dr. Lidwin Dias	57	Female	Principal, College of Social Work, Nirmala Niketan	Chairperson, Ex-officio member	Nil	N.A.	-
Ms. Nirmala Fernandes	63	Female	Retd. Director of Family Service Centre	Hon. Secretary	Nil	N.A.	-
Ms. Greta Lopes	47	Female	College of Social Work, Nirmala Niketan	Hon. Treasurer	Nil	N.A.	-



Dr. Nilima Mehta	71	Female	Professor & Child Protection Consultant	Member	Nil	N.A.	-
Dr. Geeta Balakrishnan	68	Female	Retd. Principal, College of Social Work, Nirmala Niketan	Member	Nil	N.A.	-
Fr. Emmanuel K.T.	56	Male	Archbishop House	Member	Nil	N.A.	-
Ms. Anisha Johri	54	Female	Partner, Decorage & Associate Interior Designer	Member	Nil	N.A.	-
Mrs. Sangita Gala	62	Female	Trustee of Shri Tokerji Velji Vaghani Manav Rahat Turst	Member	Nil	N.A.	-
Fr. Constancio Noronha	59	Male	Rector, Holy Name Cathedral	Member	Nil	N.A.	-
Ms. Jennifer Talwalkar	87	Female	R.S.C.N. (London)	Member	Nil	N.A.	-
Dr. Ronald Yesudas	41	Male	Assistant Professor, College of Social Worker Nirmala Niketan	Member	Nil	N.A.	-
Dr. Rahul Verma	59	Male	Pediatrician	Member	Nil	N.A.	-
Ms. Avanti More	37	Female	Joint Director	Ex-officio-member	Below Rs.10,00,000 p.a.	Salary	-
Ms. Sheetal Rebello	36	Female	Joint Director	Ex-officio-member	Below Rs.10,00,000 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	---	7	7
10,000 - 25,000		6	6
25,000 - 50,000	1	7	8
50,000 - 1,00,000	-	2	2
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



CERTIFICATE OF ACCREDITATION

Certificate Of Accreditation
Under Desirable Norms



CREDIBILITY ALLIANCE

Is Pleased To Declare That

FAMILY SERVICE CENTRE

in the State of

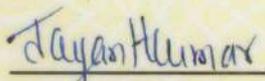
MAHARASHTRA

Adheres To The **Desirable Norms**

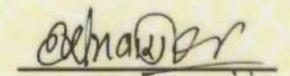
Prescribed For Good Governance Of Voluntary Organisations

Certificate Registration No. **CA/26/2022**

Valid From: **10.11.2022 To 09.11.2027**


CHAIRPERSON
Central Accreditation Committee




EXECUTIVE DIRECTOR

CREDIBILITY ALLIANCE



ACCOUNTS

FAMILY SERVICE CENTRE
Registration Number : F-425/BOM
INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st March 2025

Expenditure	Amount (Rs.)2025	Amount (Rs.)2024	Income	Amount (Rs.)2025	Amount (Rs.)2024
To Establishment Expenses			By Bank Interest Received	2,56,590.00	2,57,858.00
Staff salary & Emoluments	24,27,491.00	27,26,486.00	By UTI Dividends received	39,494.00	32,952.43
Telephone Exp	20,599.00	10,879.00	By Interest on deposits	11,46,759.10	11,51,850.00
Maintenance Charges	2,69,204.00	2,77,355.00	By Interest on Income Tax Refund	18,930.00	
Stationary Charges	36,990.00	43,664.00	By Foreign Contribution	4,634.00	
Membership & Subscription			Donations received towards Projects of the trust (Schedule A)	49,34,956.00	28,28,058.01
Documentation Charges	32,959.00	34,720.00	Administration of the trust	44,285.00	60,492.00
Bank Charges	16,799.69	45,965.35	Adoption Fees	2,05,750.00	5,92,460.00
Conveyance	8,092.00	20,243.00	Govt grant-Bal Sangopan yoj		
Meeting Expenses	6,718.00	17,711.00	Training Programme fees	1,04,740.00	1,12,690.00
Staff Welfare	54,378.00	82,469.00	Other Donations	7,501.00	
General administration expense	11,023.00	4,244.00			
Postage	4,867.00	7,489.00			
Professional Fees	1,31,000.00	69,300.00			
Insurance	6,172.00				
Other Expenses	1,69,149.00				
Office Rent	2,04,247.00				
Repairs & Maintenance	19,523.00				
	34,19,211.69	33,40,525.35			
To Audit Fees		1,56,940.00			
To Depreciation on fixed assets	2,86,671.66	2,37,427.43			
CHARITABLE OBJECTS:					
Family assistance					
Pre-adoption Family Care Expenses	1,27,372.00	2,17,107.00			
T B Awareness programme		84,920.00			
Medical Support	45,113.00	66,351.00			
Community outreach programme	17,84,727.00				
Project related expenses	3,30,273.00	18,92,071.00			
Govt. Sponsored Projects		1,485.00			
Duster Making Activity	10,168.00				
Nutrition Programme (249377)	2,49,377.00	1,28,606.00			
Project administration expenses	18,265.00	9,435.00			
	25,65,295.00	23,99,975.00			
EDUCATIONAL PURPOSES:					
Skill Training	8,700.00	71,900.00			
Education Sponsorships	17,79,424.00	14,41,145.00			
Balwadi Expenses	2,07,184.00	9,38,972.00			
Balmandai Expenses	4,62,191.00				
Educational sponsorship under FSC WHFC	3,02,454.00				
	27,59,953.00	24,52,017.00			
Surplus Taken to Balance Sheet	-	-	Deficit for the year taken to Balance Sheet	22,67,492.25	35,50,524.34
TOTAL AMOUNT	90,31,131.35	85,86,884.78	TOTAL AMOUNT	90,31,131.35	85,86,884.78

Prepared from the books and accounts of " Family Service Centre " and in accordance therewith.

Place: Mumbai
Date: 19-09-2025



FOR RSM & ASSOCIATES
Chartered Accountants
Pr NO:2813S
E. Madhusudhana Reddy
Partner M No: 002308



ACCOUNTS

FAMILY SERVICE CENTRE
Registration Number : F-425/BOM
BALANCE SHEET AS AT 31st March 2025

Funds & Liabilities	Amount (2025)	Amount (2024)	Property & Assets	Amount (2025)	Amount (2024)
TRUST FUNDS OR CORPUS:			CASH AND BANK BALANCES:		
As per last balance sheet	34,83,172.68	34,83,172.68	In savings bank account	1,08,32,406.09	99,48,277.68
Additions during the year			In Fixed deposit with bank	70,61,501.00	1,04,25,630.00
	34,83,172.68	34,83,172.68	Interests accrued	10,74,490.10	11,28,903.10
			Cash in hand	5,402.00	9,313.00
				1,89,73,799.19	2,15,12,123.78
PATRON FEES:			INVESTMENTS:		
As per last balance sheet		-	Units of Unit Trust of India	8,67,850.09	8,32,305.09
Received during the year			Term Deposit with HDFC	60,57,305.00	60,57,305.00
		-		69,25,155.09	68,89,610.09
LIFE MEMBERSHIP FEES :			FURNITURE & FIXTURES		
As per last balance sheet	1,03,293.00	67,783.00	As per last balance sheet	9,61,635.17	11,31,335.50
Received during the year	2,000.00	4,000.00	Add : Purchased during the year	-	
Transfer From Patron Fees		31,510.00			
	1,05,293.00	1,03,293.00	Less : Depreciation for the year	1,44,245.28	1,69,700.33
				8,17,389.89	9,61,635.17
			OFFICE EQUIPMENTS		
			As per last balance sheet	3,83,786.91	4,51,514.01
			Add : Purchased during the year	1,71,029.01	-
			Less : Depreciation for the year	83,222.39	67,727.10
				4,71,593.53	3,83,786.91
			Computers & Laptop	88,805.99	
OTHER LIABILITIES & PROVISIONS:			OTHER ASSETS		
(As per schedule)	37,01,809.20	40,81,459.20	Income Tax Deducted at Source	2,41,711.60	3,83,191.60
			Telephone Deposit	3,000.00	3,000.00
			Sundry Debtors	1,750.00	-
			Loans & Advances (Asset)	19,999.00	54,999.00
				2,66,460.60	4,41,190.60
INCOME & EXPENDITURE ACCOUNT:			INCOME & EXPENDITURE ACCOUNT:		
As per last balance sheet	2,25,20,421.67	2,60,70,946.01	As per last balance sheet		
Add/less deficit surplus for the year	-22,67,492.25	-35,50,524.34	Add/less deficit surplus for the year		
	2,02,52,929.42	2,25,20,421.67			
	2,75,43,204.30	3,01,88,346.55		2,75,43,204.30	3,01,88,346.55

Prepared from the books and accounts of "Family Service Centre" and in accordance therewith.

Place: Mumbai
Date: 19-09-2025



FOR RSM & ASSOCIATES
Chartered Accountants
Fr NO. 2813S
E. Madhusudhana Reddy
Partner M.No:202308



AUDITOR'S REPORT

FORM No. 10B

[See rule 17B]

Audit Report under section 12A(b) of the Income-tax Act, 1961, in the case of charitable or religious trusts or institutions.

I/we have examined the balance sheet of "**FAMILY SERVICE CENTRE**" as at 31/03/2025 and profit and loss account for the year ended on that which are in agreement with the books of account maintained by the said trust or institution.

I/we have obtained all the information and explanations which to the best of my/our knowledge and belief were necessary for the purposes of the head office and the branches of the above named trust/institution visited by me/us so far as appears from my/our examination of the books and proper returns adequate for the purposes of audit have been received from branches not visited by me/us subject to the comments given below:

1. Society has reduced depreciation on its assets as per prevailing income tax rates for the financial year 2024-25 but the same is not claimed as expenditure for utilization.

2. Society has followed cash basis of accounting, income is accounted as and when it is received.

In my/our opinion and to the best of my/our information given to me/us the said accounts give a true and fair view.

- (i) in the case of the balance sheet of the state of the affairs of the above named trust/institution as at 31/03/2025 and
- (ii) in case of the profit and loss account of the profit or loss of the prescribed particulars are annexed hereto.

Place: Mumbai

Date: 19.09.2025



Signed Accountant
E.Madhusudhana Reddy
Partner M.No.(202308)
FR.No.2813 S

A handwritten signature in blue ink.

For RSM & ASSOCIATES
Chartered Accountants





Strong Roots, Stronger Futures — Nurturing Families to Transform Communities.



FAMILY SERVICE CENTRE

EUCHARISTIC CONGRSS BUILDING NO. III, 5,
CONVENT STREET, MUMBAI -400 001.

 TEL:+91-22-22828862/9819020112

 Email: director@fscmumbai.org/
director.fscmumbai@gmail.com

 Web: www.fscmumbai.org

 [familyservicecentre](https://www.facebook.com/familyservicecentre)

 [fsccolaba](https://www.instagram.com/fsccolaba)

MEMBER OF THE CREDIBILITY ALLIANCE

Register 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