



# 62<sup>nd</sup> ANNUAL REPORT 2016 - 2017

**Family Service Centre**

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## VISION —

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

## MISSION —

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

## THE MANAGING COMMITTEE

- |  |   |
|--|---|
| 1 <b>His Eminence Cardinal Oswald Gracias</b><br>President | 8 <b>Ms. Kalindi Muzumdar</b><br>Member     |
| 2 <b>Dr. Gracy Fernandes</b><br>Vice President             | 9 <b>Ms. Jenny. M. Talwalkar</b><br>Member  |
| 3 <b>Dr. Geeta Balakrishnan</b><br>Chairperson             | 10 <b>Ms. Anisha Johri</b><br>Member        |
| 4 <b>Mr. Percy Ghaswala</b><br>Hon. Secretary              | 11 <b>Fr. Harold Vaz</b><br>Member          |
| 5 <b>Dr. Frederick Jacob de Souza</b><br>Hon. Treasurer    | 12 <b>Fr. Emmanuel K.T.</b><br>Member       |
| 6 <b>Dr. Lidwin Dias</b><br>Member                         | 13 <b>Dr. Rahul Verma</b><br>Member         |
| 7 <b>Dr. Nilima Mehta</b><br>Member                        | 14 <b>Dr. Vasant Talwalkar</b><br>Member    |
|  | 15 <b>Ms. Nirmala Fernandes</b><br>Director |

## THE FAMILY SERVICE CENTRE TEAM

### Director

Ms. Nirmala Fernandes

### Programme Officers

Ms. Sheetal Rebello  
Ms. Anupriya Shah  
Ms. Hema Garea

Ms. Indira Ullas  
Ms. Avanti More  
Ms. Priyanka Vaidya  
(left, 31<sup>st</sup> January 2017)

Ms. Vanita Salunke  
Ms. Ruchika Ballal  
Ms. Minal Rodrigues  
(joined, 25<sup>th</sup> May 2016)

### Consultant

Psychotherapist and Counsellor - Ms. Ferzeen Faroodi

### Para Professionals

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

### Health Workers

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

### Balwadi / Study class/Tailoring

Ms. Jabeen Zohara Sheikh  
Ms. Flevine Gonsalves  
Ms. Pramila Darja

### Administrative Staff

Accounts Assistant  
Ms. Sujata Manerkar

Office Assistant  
Mr. Ravishankar Varne

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## Chairperson's Message

Family Service Centre (FSC) is one of the few social work organisations in Mumbai which concentrates on the holistic development of the family in the community, while several others base their intervention on specific issues or on specific groups. We have demonstrated the importance of family and community involvement as the right to protect the development of the child, aptly envisaged by the UN Nations Guidelines for Alternative Care drafted in 2008. This is carried out through our main pronged focus on non-institutional services for children such as adoption, foster care, and sponsorship as well as community development.

Given the gravity of the need to protect children in difficult situations, the founding members of FSC understood the aligning issues through a wider lens. With planned and need based intervention in the past 62 years, we have developed a model for alternative care based on the principles that family based solutions are generally preferable to institutional placements, domestic solutions are generally preferable to those involving another country, permanent solutions are generally preferable to inherently temporary ones, and that alternative care has a range of options.



Being associated with FSC for the past 24 years as the Secretary and then Member of the Managing Committee, I have seen the outreach and involvement grow in leaps and bounds under the astute guidance of the Directors, including Dr. Mabel Fonseca, Ms. Nigama Mascarenhas and presently Ms. Nirmala Fernandes.

I am humbled to have been nominated the Chairperson of this laudable organisation for the years 2016-2018, and I extend my sincere gratitude to our community members, team of workers, members of the managing committee, and donors, and look forward to the next year when we can scale our intervention in Colaba and Uttan-Bhayandar.

**Best regards,**

**Dr. Geeta Balakrishnan**

## Reflections from the Director's Desk

This year saw the election of a new Managing Committee at Family Service Centre. A warm welcome to our new Committee Members!



### **Some highlights on the various programmes at Family Service Centre.....**

In our interactions with the families benefiting under our Educational Sponsorship Program, it was noted that with increasing costs, students found it difficult to meet their educational expenses with the existing funds provided. This while certainly beneficial was insufficient. Hence, we approached our sponsors to consider increasing the annual sponsorship amount from Rs.3600/- to Rs.6600/-. Indeed, we are very pleased to report the overwhelming support received by our sponsors.

The sponsorship program faced a major hurdle following the government's decision of high value currency demonetization in November 2017. Cash withdrawals being very limited, we were unable to provide the much needed funds to students, many of whom consequently faced a lot of difficulties. To overcome this, we proceeded with opening individual bank accounts for the students. It did take awhile given the overall work pressure faced by the banks, but the task was eventually completed and we are grateful to our bankers for extending their support.

Indeed, it is heartening when our ex sponsored students visit FSC after several years, having now achieved success in their careers and personal lives. We were very glad to meet with 3 such students who returned to share their story. One, a businessman, expressed his wish to sponsor 4 needy students; another, a doctor, volunteered her services in her specialized field of medicine and the third, a corporate employee, made a valuable and generous donation towards our agency services.

We would like to extend our gratitude to our donors, Mr. Samir and Ms. Priya Subberwal who have once again consented to help a deserving cause, this time a bright student pursuing higher studies

in Mechanical Engineering.

Our thanks go out to Ms. Jyoti Chowdhary, Ms. Punam Khuman and the team at Smilz, Nishkam Seva Trust for their unfailing support and assistance with the various programmes we organise for our clients in the course of the year. This year they made a generous donation of a sound system so useful for our various programs and a much appreciated exhaust fan for our Balwadi class at Ambedkar Nagar.

Through networking with organisations for Skills Training, a number of our clients benefited through training programmes in Personality Development, Hospitality, House keeping, Cooking and Baking organised by Taj Hotel and Kotak Mahendra . A few were selected with the possibility of being absorbed in the industry. So also, we do appreciate the fee concessions offered to our students at the YMCA for typing classes and at Arav Trust for basic and advanced computer skills.

Our Adoption programme continues with a steady increase of families coming together through 'bonding'. All adoptions are now routed through CARA. In November 2016, the Bombay High Court passed an order concerning increased child maintenance, medical, administrative and legal costs. This was as against the existing fees laid down by CARA in their Adoption Guidelines of 2015. The matter is presently subjudice as CARA, while open to increased costs, is not in agreement with the amounts specified in the said order. Meanwhile, in January 2017, CARA introduced New Regulations on Adoption with the child as its focus.

Following through on our article in last year's Annual Report on a successful roots search, we are glad to share that Family Service Centre was able to arrange a conference call with the adoptee, birth mother and us. It was truly a very emotional experience for all concerned. Meanwhile, there continues to be queries from adoptees seeking information on their birth history. Most are well settled in their adoptive homes and moving on with their lives, but the curiosity and need to have any little information if available is what drives them to pursue the same. To have 'their story' and consequently achieve a feeling of 'completeness' about themselves.

Our special thanks go out to our Foster mothers Ms. Anisha Johri, Dr. Rekha Ambegaonkar, Ms. Shalini Gupta, Ms. Varsha K. Patel, Ms. Geetanjali Rohokale and Ms. Sangita Rajesh Gala who voluntarily offer their services in fostering our children awaiting adoption and very generously give back as donation to FSC, the foster care charges due to them.

While our Community Intervention in Colaba, Cuffe Parade and Uttan continues, this year we were faced with space issues in Colaba as the room used for our programmes including the Balwadi was to be renovated. We are presently on the lookout for alternative space.

In Uttan, with the whole hearted support of Fr. Hillary Fernandes, Director, Our Lady of Vailankanni Shrine, who has always been encouraging and supportive of our work, intervention has gradually increased to include a new area, Bhatebunder. Community work is well in progress and we have also begun the educational sponsorship programme for needy students in all the areas of our intervention, namely, Bhattodi Bunder, Navikhadi, Manori and Bhatebunder. Meanwhile, through our school intervention at St. Josephs High School, counselling cases are steadily being referred by the faculty.

Our social worker staff underwent an intensive 5 Day training workshop on dealing with Child Sexual Abuse conducted by Arpan. This was specifically undertaken to assist with our plan of increasing our intervention in schools, especially those attended by our sponsored students.

Our Committee Member, Ms. Anisha Johri once again and this year together with her son Adhiraj, were very instrumental in raising a substantial amount of funds, close to Rs. 25,00,000 through the Standard Chartered Marathon. Of this, Rs. 10,00,000 was raised through HSBC specifically towards the Educational Support of children. And we cannot fail to mention the efforts of Anisha's young daughter, Shivika who with her school friends organised a little 'garage sale' among their circle of friends and raised Rs.2500/- which they very proudly handed over to the Director at FSC!

**Ms. Nirmala Fernandes**

## Adoption



Adoption is a beautiful process of creating a family. In the past year, the process in India has seen a sea of changes with the implementation of new Laws and expanding role of the Central Adoption Resource Authority (CARA), New Delhi. The earlier "CARA Guidelines" have now been converted as 'Regulations' and holds a legal binding to be followed for all adoptions.

An important change in the Regulations is that parents can now participate in a maximum of three rounds of referral before they move to the bottom of the waiting list. Under the new method all children in the adoption pool will be referred to an equal number of prospective parents. New inclusions are the provision for Relative Adoption, Adoption of a child by the Step Parent, and Adoption by Relatives in case of orphans.

An integral part of the adoption process at FSC is the Parenting Counselling Session which is conducted by our psychotherapist, Ms. Farzeen Faroodi. It is an interactive 3 hour long session during which the PAPs are introduced to concepts like ways of parenting, how to handle children of different age groups and issues involving children and parents. Last year 36 PAPs attended the three sessions conducted.

This year we took the initiative of holding a meeting with post adoptive parents to discuss issues common to adoption, the purpose being to create a platform wherein parents can meet and share their experiences and concerns and get solutions to the same. The issue discussed at length was of sharing the fact of adoption, especially with the adoptee. Parents of children ranging from toddlers to teenagers participated with a healthy interaction. It was appreciated by all with an expressed need by the parents to continue arranging for such meetings in future.

Our Annual Family Meet, an event looked forward to by parents, children and FSC alike was held on 26th November 2016. A total of 38 families attended.

In the year 2016-17, FSC fostered 14 children and facilitated a total of 25 adoptions. Ten of our children were placed in adoption with families from various parts of the country and 2 overseas families referred through CARA, and likewise, through the new CARA procedure, 15 families registered with FSC have adopted children from various other agencies, within Maharashtra and other states.

The foster care program, again unique to FSC and a handful of other agencies, successfully grew stronger this year. It is with immense gratitude that we thank our Foster Mothers and their families, who have loved and cared for our children and have welcomed them into their homes with open arms.

### **Ms. Sangita Rajesh Gala, our foster mother shares.....**

"There will be a few times in your life when all your instincts will tell you to do something, something that defies logic, upsets your plans and may seem crazy to others. When that happens, You do it. Listen to your instincts and ignore everything else, ignore logic, ignore the odds, ignore the complications and JUST GO FOR IT.

Foster parents form an integral part of the Adoption process and they are the first family for the child that is awaiting adoption. The little one needs lot of love, care and affection. Studies suggest this is quintessential for the child's holistic development. It also provides an easy transition for the child from the foster family into the Adoptive family.

"The littlest feet make the biggest footprints in our hearts"...

Last year, my husband Rajesh and I had the tremendous opportunity to become foster parents to two angels Baby 'K' and



Baby 'S', all thanks goes to "FAMILY SERVICE CENTRE" for giving us this opportunity. You will be thrilled to know that both the babies now live happily with their adopted parents. This unification of parents and child can only be described as a beautiful and joyous occasion; in essence, they have become a family. Furthermore, God has been very kind and so is FSC giving us once again an opportunity to become FOSTER PARENTS. We are glad to introduce little Baby 'A'. She is under our care till the time they find a family that will adopt her and love her forever.

Based on our own experience fostering is truly amazing and rewarding. From the moment they place them in my arms, they snuggled right into my heart. I may not be their birth mother but I care for her each day. I am as much a mother to them as I have been to any of my own spawn. I cuddle them, sing to them and watch them as they play. I understand them, I listen with concern and kiss their tears away when they are distressed. I nurture them and keep them safe, even though it may not be for long. I would rather cry watching them leave home to live a lifetime of happiness and joy in a loving home, than cry because no one stepped up to care for her. There are no unwanted children, just unfounded families. "Do for one that you wish you could do for millions" God Bless you all".

## Bal Sangapan Yojana

According to the Model Guidelines for Foster Care,2015, Ministry of Women and Child Development, Foster care or Bal Sangapan Yojana, is an arrangement whereby during a crises in the family, a child lives, usually on a temporary basis, with extended or unrelated family members. FSC works with the Department of Women and Child Development, Mumbai and the Child Welfare Committee to facilitate the child and family benefiting from this government scheme of Rs 425/ per month per child.

Keeping in mind the best interest of the child, a child shall be preferably placed with his or her extended family or with close friends of the family who are known to the child. As far as possible he/she is not displaced and continues to live with the nearest family member. In absence of this, the child is placed with a friend or neighbour. The Social Worker assesses the family situation and identifies the support system for the child (with the consent of the child whenever possible).

BSY is a program where in financial help given to the child forms only the tangential portion of the whole assistance. The main aim of working with BSY clients is to help the child and family to tide over the crisis. This is embarked upon by strengthening the family by providing counselling, guidance, emotional support, and planning with them, a course of action which will lead them to be independent and self supportive.

Individual Care Plan is prepared for every child and the family aid is periodically reviewed and adjusted according to the needs and best interests of the child. The approach is in keeping with the principle of Social Work, namely, to help clients to help themselves.

In the year 2016-17, FSC provided assistance to 50 children under this scheme in coordination with Department of Women and Child Development, Mumbai and CWC, Mumbai.



## Educational Sponsorship



**“The true purpose of education is to make minds, not career” - William Deresiewicz**

The Education Sponsorship Program aims at the holistic development of the child. Apart from gaining financial support from FSC, the children are enthused to explore their talents, expand their imagination and explore new perspectives. Social workers also involve the family members to further empower them by providing counselling in areas of health, hygiene, career and skills training and encourage them to be part of our Children's Club, Balwadi, Study Class and Self Help Groups. Various programs and camps are held through the year marking important National and International Days. The program besides providing educational assistance to the child also serves as an entry point in the community for further development.

### Objectives:

- To promote Child Rights among disadvantaged groups in India as established by the UN Convention on the Rights of the Child (UNCRC)
- 500 children from destitute families living in the marginalised slums of South Mumbai enjoy their Right to Education and Participation
- To provide financial support to meet the educational needs of the children as we create a supportive family environment
- Children and families faced with financial crises are assisted and encouraged to be independent, confident and responsible citizens

### Services/Activities during the year:

- Individual Career Guidance and Counselling sessions
- Visits to schools attended by our sponsored children to obtain feedback on their academic performance and participation in school extracurricular activities
- Home visits especially to follow-up on inputs provided to children and family at the agency at the time of collecting their bi monthly sponsorship payments
- Capacity Building Camp - children were taken for an excursion with the objective of providing both recreation and educational inputs; there was an interesting interactive session on child rights issues
- Medical assistance to needy patients by networking with NGO's and government hospitals
- Job and vocational trainings on spoken English, apprenticeship program with TAJ Hotels on Housekeeping, Food & Beverages and career in Hospitality; Skill development for upgrading their Computer literacy and Personality Development sessions for getting jobs mainly focusing on personal grooming, confidence building and mock job interviews
- Awareness session on available government services and policies
- Organised Programmes for parents and children (Fun Fair, Women's Day, Family Day, Children's Day, Republic and Independence Day, Cultural celebration, Summer camp, Winter Camp, Personality Development Camp, Career guidance sessions including a workshop on National Defence Academy as a career, BMI health checkup, Celebrating Environment day and a 15 days session on Spoken English.

**Bi-monthly Meetings with parents and children** covered various topics namely; financial management and methods of saving, environmental protection along with the activity of preparing eco friendly bags, road safety, information on vocational training programs, women in various careers, the impact of positive thinking and awareness about mental health and on cancer.

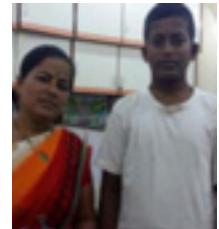
Due to demonetization in India, following corrupt practices by money launderers taking advantage of the poor by depositing unaccounted cash into their account, meetings were held with parents, cautioning them of the same. Families of sponsored children were encouraged to open bank accounts to facilitate cash transfer. Despite challenges and a very delayed process, the task was accomplished.

In the public board examination held for Std. X and Std. XII students, 54 of our children appeared, of which, 40 were successful and have been promoted to higher standards.

## Case studies:

### Rupesh

Rupesh has been in the sponsorship program since 2012 as his family was faced with a financial crisis. Over the years they were given inputs with efforts towards empowering the family. The father was motivated to secure a job which he did and is presently working as a housekeeper at the TAJ Hotel. Rupesh's mother was a homemaker at first; however through the sponsorship program she was motivated to join our SHG. Now, together with managing the house work, she also participates in rallies, campaigns and other community issue based program and has gained a lot of self confidence.



Rupesh has great potential, but was easily distracted and lacked focus. He was counselled on concentrating on his studies and future career, not give in to negative peer influence and show responsibility towards his family. With constant motivation and follow up there has been a vast improvement observed in his behaviour. This year, studying in St. X, with a lot of hard work he scored 81.8%. He now plans to pursue further studies in the science stream as he wishes to become an Electronic Engineer.

### Nirmal

Nirmal has been in the sponsorship program since 2011. Her mother abandoned the family many years ago following which her father remarried and she was left in the care of her grandmother. Owing to lack of parental love she harboured very negative feelings towards them. She would spend most of her time with friends and wished to discontinue her studies.

The social worker during home visits, counselled her on dealing with her negative thoughts about her parents, appreciating her grandmother's constant efforts and hard work towards ensuring her education and thus on her pursuing with her studies. Her father who lives nearby was also counselled about his role and responsibilities towards Nirmal. He now contributes towards her welfare and helps her financially, however without his wife's knowledge.

Nirmal has gradually grown stronger emotionally and is more appreciative of her grandmother's hard work and efforts to care for her. She also helps around with the house work. To some extent she has developed a positive relationship with her father. Her overall outlook is more positive. This year she appeared for the Std. XII public board exams, but unfortunately, failed. However, she is motivated to reappear and clear the examination, be successful in her life and help her grandmother financially. Her dream is to become a teacher or nurse and is working hard at it.

### Pooja

Pooja has been sponsored since 2009. Initially she was very inactive and not focused on her education. She was constantly counselled on improving her behaviour, concentrating on her career and creating her own identity. She had considered discontinuing her education as she failed in Std. XII. But she was motivated to clear her examination and did so in the 2nd attempt. As she was not keen on pursuing further studies, she was guided for searching a job and being independent financially. She followed the conusel and secured a job in a retail company where she has been working since the past 10 months and earning Rs. 10000/- p.m. She shows a keen interest in her work, is increasing her knowledge on the products of the company and hopes to work towards a promotion. She is very happy being able to contribute her earnings towards the family expenses. Her parents had almost lost hope in her future as they thought she would waste her life away. But now seeing her constant dedication and hard work, they too are very happy and proud of her achievement.



### Parveen

Parveen has been in the sponsorship program since 2015. She is a single parent child; her mother is a domestic maid and only earning member of the family. She has an elder sister Zarina who is visually impaired since birth. Our initial intervention was with her elder sister Zarina as due to her disability she was depressed, not responding or doing her routine activities and had become more aggressive. We referred her to our psychotherapist and with her guidance, the family was counselled on various



methodologies to be followed by the family to help her overcome her aggressive behaviour. Over a period, of time she has now started doing some routine household activities.

Meanwhile, Parveen was simultaneously guided for her career. As she was very keen on working in the hospitality industry, she was motivated to attend a workshop organised by FSC for our sponsored children on careers in hotel industry in collaboration with the TAJ Hotel. She actively participated and also underwent the interviews for a 2 year apprenticeship program in Housekeeping. She successfully cleared the interview and is presently doing well in the program. After she completes her training for 2 years, she will receive a certificate from TAJ and if she does well, she can also get an opportunity work at the hotel itself.

### Sandesh

Sandesh has been in our sponsorship program since 2008. At the time he was in the 2nd std, and his family was faced with a major financial crisis. His father was working as a sweeper at the nearby Sasoon docks and his mother as a helper on daily wages. Over the years our intervention has been with the parents to improve their family condition. They are hard working and diligently followed the inputs given by the social worker. The father strived hard to improve the economic condition of the family; he worked towards upgrading his own knowledge, networked with people for job opportunities and from being a sweeper he is now working as an office assistant in a private firm.



Sandesh's mother besides working at the dock, now earns some additional income by taking up small tailoring jobs. Both parents are very keen that their children be well educated. Simultaneously they have consciously begun saving for the future. His father has begun making small savings in post office and other policies; his mother is an active member of our SHG project. Through this project she has always shown leadership qualities, and actively participates in all the programs and sessions. She also underwent a training in Housekeeping at the Taj Hotel, and an English speaking course.

Sandesh has an elder sister Swati, also very intelligent, hard working and focused on building a career. She has potential but was confused on choosing a career path. Hence, she was given guidance and on assessment was suggested taking up a Bachelor's degree in Information Technology. She is doing very well, scoring 'A' grade in her semesters. Presently she is in her final year and has been guided to various IT firms for securing a job.

Sandesh has been a hard working and very intelligent child. He has always secured a 1st or 2nd rank each year in school. Over the years he has been guided for keeping up the hard work, positive peer influence, study technique and the like. Presently in Std. X he scored 87% and ranked 2nd in the school. He plans to pursue further studies in the science stream as his dream is to be a Software Engineer.

## The Counseling Unit



Entering its 9th year, the counseling unit of FSC has seen a shift in this year's cases in terms of the other siblings or family members reaching out for vocational or career guidance, study skills and concentration techniques or it could be basic guidance related to a job search.

The new cases referred by the social workers, yet again were indicative of poor awareness on mental health in the community. As per the observations of the therapist, priorities were more to do with their day-to-day living rather than in the long term benefits of emotional and mental growth and they wanted quick need based solutions.

The current cases were mainly with issues of academic concerns wherein referrals of assessment procedures to a public hospital were mandatory. However, in these cases the behavioral and emotional aspects were taken care of by the therapist.

Follow up cases involved emotive and behavior modification techniques including play therapy. The staff too approached the therapist to seek verbal understanding on a one-to-one case basis as and when they faced a difficulty.

Parenting sessions for Prospective Adoptive Parents were ongoing with the objective to enable the couple to foster appropriate, healthy values for the sound mental health of their children.

## School Social Work



Through the years of intervention in the various programmes and in particular the educational sponsorship programme, Family Service Centre has recognized the increasing importance of social work intervention at the school level. We have discovered a strong need to work with adolescents at school as this time in life is typically described as the most difficult and stressful of all stages of development. It is characterized by sudden changes in the body, emotions, attitudes, values and relationships, which require accurate information and support systems.

FSC sponsors the education of over 500 students most of whom attend the Primary and Secondary schools in A and B ward of Mumbai. By working in coordination with the Principals and teachers in 2 of the schools nearby, we have successfully conducted sessions on values and life skills aimed at self improvement and growth, with the children of Std. VII to IX. Work is also undertaken with parents of these children.



### Balmandal

Throughout the year different sessions were organized for our Balmandal group. Children were guided in their academics and behaviour towards family and school. Besides, discussions were held on topics including values such as discipline, punctuality, honesty, respect and helping out at home, school and society. The sessions were very interactive. At the end of the year a noticeable improvement in communication skills and increased self confidence could be observed.

### Adolescent Counselling

The adolescent group at school comprised girls from Std. IX. In the course of the year different sessions were held. After initial rapport building, sessions were held on group bonding, hygiene during monsoon, oral cancer, human behavior and physical changes as well as a few related to their studies namely, preparing a study routine and on career guidance.

The school acknowledged the work done by FSC and the Principal invited the Program Officer to attend the PTA meeting where she was asked to guide the parents on the importance of education, saving, health and hygiene, and spending quality time with the children.

This year the group visited "Ashadan", an institution run by the Missionaries of Charity for the abandoned and physically and mentally challenged. The students spent time here especially with the children by taking a few activities with them. It provided an opportunity to interact and empathise with the children.

## Empowering Community



The United Nations defines Community Development as "a process where community members come together to take collective action and generate solutions to common problems." It seeks to empower local communities, strengthen the capacity of people as active citizens through their community groups, organisations and networks; shape and determine change in their communities.

This year FSC has completed 20 years of Community Interventions. A special mention of our partners in development, Wide Horizon, USA; Iris and Max Roemer, Germany, Chance of Life, Germany and CIAI, Italy; who have been lending their unwavering support through the years. We have been working in Colaba, Ambedkar Nagar (Cuffe Parade) and Masjid Bundar slum areas. The various community development programs undertaken by FSC in collaboration with the community members are:

### A. HEALTH PROGRAMS:

#### 1. Community Health Program:

**Aim:** To get a pulse of the community and identify areas and fields in which the members require help.

**Objectives:** Based on their needs and requirements working both individually and as a group to involve and empower them to achieve their goals .

**Interventions:** Our intervention in the slum communities of Colaba & Cuffe Parade covered a population of 7885. We focused on batches of 100 families and conducted a needs based assessment which provided a detailed insight on individual families in terms of their constellation, average monthly expenses, those seeking employment, those availing as well as eligible for various government schemes, need for completing formalities for procuring identity documents and the like. We then proceeded with individual and group intervention. Following are some of the tasks undertaken and observations.

- Created awareness through 150 lane meetings on various issues like human rights, general health, nutrition, hygiene, sanitation, verbal abuse, child rights, cleanliness & family planning.
- Observed that 70% of the community people are more responsible towards health issues and visit the nearby hospital for treatment. Previously many would ignore symptoms or take recourse to home remedies.
- 148 people were referred to hospitals for general ailment and gynaecological problems.

#### 2. TB Project:

**Aim:** To provide awareness and work towards eradication of TB in the community.

**Objectives:** To network with the local Public Health Centre and the neighbourhood to work on prevention, cure and expunge misconception regarding the disease, through information dissemination, providing nutrition and counselling.

**Interventions:** During the year, FSC reached out to 148 patients for provision of supplementary nutrition. This was made possible through the unfailing support of the Taj Group of Hotels who have been with us in the program since 1998. We collaborated with the PHC on the occasion of TB Awareness Day where patients shared their experiences . They were also provided information on TB and its prevention through a poster exhibition. Extensive work has been done with the patients and their family members on nutrition and hygiene, stigma attached to the illness, importance of regular treatment, career counselling and so on through meetings and home visits.

- 3 patients and a brother of a patient were motivated successfully for jobs
- 8 patients succumbed to the illness.
- 2 patients reduced their intake of alcohol.

### **3. Ante Natal Care/Post Natal Care (ANC/PNC) Program:**

**Aim:** To help women approach pregnancy and birth as positive experiences.

**Objective:** To ensure the supervision of maternal and foetal well being during pregnancy and birth, identify and treat conditions that may threaten the health of the foetus/ newborn and mother.

**Interventions:**

- 85 women (21 in Colaba and 64 in Ambedkar community) benefited under the program.
- Protein supplement provided to women on a daily basis.
- Monthly meetings were conducted on nutrition, immunization, child care, complication during pregnancy, preparation for delivery, importance of breast feeding, hospital registration & birth certificate, information on HIV and cancer
- Documentary shown to ANC/PNC mothers ('Kahani Nau Mehino ki' and 'Sishu Aahar')
- Observed a reduction in the number of low birth weight babies and no instances of infant mortality reported.
- The number of women going to their native place for delivery has reduced to 81% as opposed to 90% earlier. Women are increasingly registering themselves at hospitals for this purpose. So also, instances of normal delivery has increased by 25%.
- Out of 85 mothers 79 have shown improved weight gain; and haemoglobin levels have increased due to regular iron and protein supplements.
- Due to increased awareness, most couples try to maintain a gap of two to three years between having children.
- 69 women delivered healthy children.



### **B. WORKING WITH WOMEN:**

#### **1. Self Help Group (SHG) Program:**

**Aim:** To enhance self confidence, decision making and develop financial capabilities through collective action among women.

**Objectives:** To inculcate savings and banking habits among members; to gain economic prosperity through loan/credit; to gain from collective wisdom in organising and managing their own finance and distributing the benefits among themselves; to motivate women taking up social responsibilities particularly related to women development; and to create group bonding among women.

**Interventions:** There are 5 SHG groups comprising 85 women in the Colaba Community. The groups meet on a weekly basis and twice a month with the social workers. Emphasis is laid on maintaining personal accounts, importance of saving, bank accounts, availing of loans, capacity building and discussing issues relevant to their lives. Cultural events like 'Haldi Kum Kum' and the occasion of Women's Day were celebrated with them. They were shown a documentary on mental health. Thirty women attended the capacity building camp organised at Virar which they enjoyed thoroughly.

#### **2. Strengthening of Community Health Workers:**

**Aim:** To develop leadership qualities in community women.

**Objectives:** To encourage women to take an active role in identifying problems in and around their community and finding solutions for the same through networking with neighbours/community leaders/ government and non governmental institutions.

**Interventions:** Five women from the community and trained as Community Health Workers are actively involved in its developmental activities. Regular monthly meetings were conducted with them to enhance their knowledge base and

understanding on issues pertaining to their community and well being. On the job training too was given to enhance their skills. Besides, a day camp was organized on Capacity Building to enable them to understand the link between their work and the vision of the organization. Periodic meetings were held with the Director who guided them and provided opportunities for sharing and raising queries regarding their work.

## C. WORKING WITH CHILDREN:

### 1. Balwadi

**Aim:** To preparing children for formal school education.

**Objectives:** To instil confidence; to inculcate the habit of going to school; and develop and nurture the interest & curiosity of the children in learning new concepts through experience and sharing.

**Interventions:** This year 32 children benefited through our Balwadi project in the Cuffe Parade slum community. Quarterly assessments on their progress was conducted. Owing to space issues, our Balwadi in Azad Nagar, Colaba was temporarily discontinued.

- Parents meetings conducted twice a month, topics covered were; rules and regulation, importance of supplement nutrition, immunizations, importance of birth certificate, nutritional food habits, seasonal health diseases, child abuse and safety, creating a positive family environment, parenting skills, importance of hygiene, children's academic performance and preparation for formal school.
- Children were provided with supplementary nutrition and their weight was regularly monitored.
- Emphasis on experimental teaching and physical development through exposure visits, celebration of various festivals and programmes, sports activities.
- 14 children enrolled in formal schools at the beginning of the academic year.

### 2. Balmandal

**Aim:** To provide a platform where young children can exercise their Right to Participation as per UNCRC.

**Objectives:** To develop talents of children, listen to their perspective and discuss issues concerning their well being.

**Interventions:**

- Reached out to around 95 children across the Colaba and Cuffe Parade community.
- Emphasis on value building, social issues and self development of children through 76 weekly meetings.
- Exposure visits to INS Shikra, Bal Bhavan Mela, Panoramic resort, Old age home, and Chatrapati Shivaji Maharaj Museum to enhance their knowledge. Children were especially thrilled to see a "Mummy" displayed in the museum and know about the history. They liked the documentary on APG Abdul Kalam shown at the museum.
- 72 children celebrated Raksha Bandhan at the Colaba police station by tying Rakhi's to the policemen thus acknowledging their dedicated service to society.
- Celebrated Republic and Independent Day and Children's Day in the community.
- Organized Summer Camp, Diwali Dhamaka Camp, and Winter Camp, a dance program and 'issues' based rallies which were well attended.
- Christmas party and Manoranjan Mela organised by Rotract club of H.R. College, children eagerly participated and enjoyed themselves.
- Weekly meetings taken with the groups with the help of "Jasa mi Tashi ti" module, Value education and personal safety education module files.
- Organized capacity building camp for Balmandal children wherein 52 children attended. The session focused on 'Child Rights'.

### 3. Study Class

**Aim:** To encourage peer study.

**Objectives:** To provide a space for children where they can meet away from home and provide an environment that will enable group study and provide academic guidance to the children.

**Interventions:**

This year, in keeping with the expressed need of the children and families in the community, 2 batches of Study Class were held; 44 children took advantage of this facility at our Cuffe Parade centre. Protein supplementary nutrition was distributed everyday to balance their nutritional requirements.

- Observed that 30 children have shown a weight gain, between 1 – 3 kgs.
- Out of 44 children, 22 secured good marks in their semester examination and 20 did moderately well as compared to last year.

Through peer study, children are assisted by the supervisor and sometimes by other students, with difficulties faced in various subjects. Regular monthly meetings are conducted.

## Case Studies:

### Aarti

Aarti is a 30 year old woman in the ANC/PNC program staying in Dariya Nagar at the Colaba community. She has a 3 year old daughter. Being in the program, she has been provided regularly with nutrition supplements.

During home visits, the social worker found her applying 'Masher' a tobacco product used for cleaning teeth. She was informed of the ill effects of tobacco especially during pregnancy but she did not pay heed. Her mother in law too constantly complained of this habit. Aarti delivered a baby girl and during delivery the baby faced some health issues. Following this the social worker once again told her of the side effects of tobacco and offered assistance on how to give up this habit. She has gradually reduced the use of tobacco. Simultaneously she has been motivated to practice family planning.



### Laxmi

Laxmi, who lives in a 10 by 10 rooms with 6 members of the family was diagnosed with tuberculosis and receiving treatment in the TB program at the Colaba PHC. Her family however found it difficult to accept her condition and stopped her treatment including isolating her in the home. Our social worker and community health worker intervened by educating the family about tuberculosis (T.B) and the need for therapy and family support. Laxmi is now back on treatment and gradually recovering.

### Gopal

Gopal, 3 1/2 years, was weak and facing constant stomach problems. Through our networking with 'Vitamin Angels' and administering of the Albenda zole (de worming) tablet by our health workers, he was given the same following which there was an immediate reaction. About an hour later, while our worker was still on her rounds in the community, he had a bout of vomiting and loose motion and a lot of worms were expelled from his body. Seeing this, his family was very concerned and rushed him to a doctor. They were assured that the reaction was due to the de worming medication and was much needed by the child. As his digestive system got cleared, his health improved and his family has been counselled especially on his eating habits, to prevent the situation from recurring. He no longer complains of stomach pain.

### SHG Groups

The main objective of the SHG is for women to come together, make efforts to save some of their earnings and thus gradually be more empowered and self reliant. 'Chaitanya', one of our SHG's, formed 6 years ago in the Colaba community, has 11 women enrolled, most of whom work as domestic maids or at the nearby docks as 'daily wage' workers. In the first year of its formation, the women contributed Rs. 10/- per week. Over the years we have observed that they have each opened a savings bank account. Presently they are able to save Rs. 100/- from their earnings, per week. As part of the functioning of the SHG, at the end of each year, the money collected is evenly distributed among them and this year each received Rs. 8000/-. They were very pleased and have put their savings in bank fixed deposits for a period of 2 years.



'Adhi Shakti' is another group in the community. In a similar process, members contributed Rs 100/- weekly. At the end of the year, 3 enterprising women got together and invested their share to buy a flour making machine and have started earning by quoting a competitive price as compared to others offering the service in the community.

## VOCATIONAL / SKILL TRAINING AND CAREER GUIDANCE

**Aim:** To be a link between individuals seeking skill development and institutions providing training/jobs. To guide clients on their career path.

**Objective:** To guide and motivate the clients to seek skill development or career prospects according to their capability and interest and to network with various organisations providing skill training.

By networking extensively, FCS was able to identify many NGO's, agencies, private sectors, hotel industries and CSR initiatives which were offering training free of cost or at a nominal cost. This provided an abundant opportunity for guiding, motivating and referring our clients for trainings and possibility of finding better jobs. Many clients were absorbed in jobs following the training. In the year, 262 clients underwent training through FSC referrals.

### A brief on the achievement in this area :

- Kotak Foundation provided training in Personality Development and consequent job placements in malls, food court, sales and customer relationship and housekeeping. 22 children took advantage of these some of whom secured employment. This training was mainly taken by the elder siblings of the sponsored children.
- The typing course at the YMCA, is a government recognised course and besides jobs in this field, also assists the students in their computer typing skills. 60 children completed this course and secured A or B grade.
- Aarav Charitable Trust provided computer literacy at nominal charges. Students were taught basic computer, web designing, animation, graphic designing and tally. Through this 52 children did a course of their choice.
- Women from the community actively participated in the vocational training organised on spoken English (29) and cake making (25).
- Housekeeping and Food and Beverages training by TAJ Hotel: 32 women took advantage of the opportunity and 2 out of them were absorbed by Taj for the Apprenticeship program.
- Mehendi at Taj Salon: 4 women were motivated and referred to Taj for a 3 month training.
- 39 students were guided for career guidance.

### SUCCESS STORIES

#### Shree The Academy Of Performing Arts

Four Friends Sushil, Sagar, Haresh and Ganesh are youth residing in the Colaba slum community. Ganesh Sangle is our sponsored student. All are now professional dancers making a name for themselves.

In 2011-12 they formed a group and started teaching (15-20) children of Municipal schools on a voluntary basis. In 2013 they formally registered as an Academy. As they did not receive the response they expected, especially financially, they approached FSC for guidance.

To create awareness and marketing, we suggested they make their presence felt on the You Tube Channel which they did in the name of # SHREE THE ACADEMY OF PERFORMING ARTS and uploaded 7 videos. Through this exposure, they received projects of choreographing 3 wedding events at which they performed. They continue teaching dance and have a batch of 28-33 students. Sagar and Haresh performed as a group dancers in Zee Cine Awards and Sushil participated in 'India's Got Talent'.



#### Kishor

Kishor, age 26 years, grew up for the most part as a 'single parent child'. His father had died due to a heart attack. His mother works as a domestic maid but being weak, is unable to go regularly for work. Kishor has two siblings. One of his sisters has been detected with cancer and is presently undergoing treatment.



Kishor has completed a cookery, bakery and confectioner's training course from Mahatma Gandhi Vidya Mandir College of Hotel management and Catering. After the course he worked with two small private cafe's "Theobroma and Gaylord" located at Colaba. He strongly desired to work in the hotel industry but did not have any contact to enter the same. Through our networking with Taj Hotels, we helped him enrol in their Apprenticeship programme in the Food & Beverages Department. He secured admission and now through this programme he will get to experience working at the Taj Hotel for a period of 2 years under the main chef with a stipend of Rs. 9000/- pm. If he proves himself and his work is appreciated, he will get a job at the Hotel with a starting salary of Rs. 30000/- to 40000/- pm. He is overwhelmed with this opportunity and is enjoying his experience working as he is also gaining a lot of additional knowledge in the field under expert guidance. He is very grateful to FSC for this opportunity.

## Sonali

Sonali who has studied up to Std XII got in touch with FSC as she was looking for a job since her family was facing a financial crisis. She was motivated to attend the vocational training information workshop organized by FSC. As she showed an interest in the Customer Relations Sales and Hospitality courses, we referred her to Kotak Foundation. Consequently she completed the training with active participation and got a good job in the Hospitality field. Since a year now, she is working with a private company as a Guest Relations Executive and earns Rs. 17000/- per month. Her family of course is very happy with her situation. Sonali contributes half of her earnings towards the family expenses and saves the rest. She feels very proud and satisfied by supporting her family.



# Project Uttan

Situated in the Thane district of Maharashtra, Uttan- Bhayandar, is a little seaside town whose economy thrives largely on the resident Kolis fishing community. After successful community intervention work in Colaba and Cuffe Parade, FSC implemented many Community Outreach projects at Uttan since 2009.

**Communities:** - FSC continued interventions in Navi Khadi, Bhotodi Bander, and Manthan Pada. From this year we started working with a new fisher folk Community namely Bhatebunder following a request from Fr. Hillary Fernandes, Director of Our Lady of Vailankanni Shrine Bhatebunder, Uttan.

## PROGRAMS:

### 1. Balwadi:

This year 35 children enrolled with our Balwadi at Uttan. Together with learning, children were daily provided with supplementary nutritious food by FSC. Monthly meetings with parents were organized on topics that included rules and regulations, sharing children's academic performance and assessment, nutrition, cleanliness, prevention of water borne disease, coastal cleanup and garbage disposal, saving, parenting, child care and so on. The parents were also prepared for the children's school admission process after the academic year so that they could have a smooth transition to formal education.



Events, Festivals, and educational visits organised as a part of the academic curriculum:

- Independent and Republic Day
- Raksha Bandhan
- Friendship Day
- Visit to Ganpati Pandal, Our Lady of Vailankanni Shrine, Bhatebunder
- Diwali, Christmas, Eid and Holi Celebrations



#### Case study:

The parents of Galen, a boy aged 2 ½ yrs, were not enrolling him in the Balwadi as he was unable to speak clearly. FSC's paraprofessional counselled and motivated Galen's parents to enrol him anyway. After being convinced they did so and he attended regularly. So as not to make him feel isolated due to his speech problem, the teacher involved him in all the activities, and Galen too willingly participated. She also sensitised other children not to tease or make fun, but rather to encourage him. Over time, Galen got comfortable and tried to say his name, colours and some poetry, though not clearly. He also began mixing more freely with all the children. By the end of the year, with the efforts and encouragement of the teacher and other students and inputs given to the parents, it was observed that Galen has started to speak clearly. His parents attribute this change in him due to the Balwadi.



### 2. Balmandal:

There are 5 balmandal groups in Uttan, with a total of 152 children.

Topics covered during the sessions included self, inculcating good values namely; punctuality, discipline, helping, care and concern, dignity of labour, courtesy and politeness, friendship, anger management and patience; and dealing with stress during exams and caring for the environment.



**Networking with Toy Bank:** We are grateful to Toy Bank for providing toys free of cost, for our children in the Balwadi & Balmandal. Once a month their volunteer visits our centre and organizes different activity for children with the toys they have donated.

#### Festivals and activities:

- Winter and Summer camp: - organized different activities like preparing greeting cards with quilling paper, woollen hat making, flower & photo frame making, bag making with old T-shirts, dance & handwriting competition.
- Exposure visit to Gorai Police Station and Keshav Shristi, to learn about Indian culture and heritage and caring for the environment.
- Celebrated Independence and Republic Day, Friendship Day, Family Day, visited a Ganpati Pandal.
- Awareness rally on cleanliness and importance of education.

### **3. School Intervention at St. Joseph High School**

Interactive sessions with students of Std.VIII and IX on various topics namely self, values, good and bad touch, preparing for exams, career guidance and so on. In addition an informative session on Dental care with the help of Dr. Durgesh Aror (BDS) was organised.

In the course of the year, school teachers referred 8 cases for counselling, involving adolescent behaviour problem, poor academic performance, relationship issues and dealing with sexuality.



### **4. ANC/PNC:**

In the year, 122 women benefited from this project. Every day para professionals visited their homes and were given inputs on different topics like importance of registration at the hospital for delivery, breast feeding, preparation for delivery, prevention or identifying complications during pregnancy, child care, immunizations, nutrition, health and hygiene. Two mothers were felicitated as 'Best Mothers' during the Family Day program.



### **5. Premarriage Group:**

There were 4 groups from Navi khadi, Bhotodi Bunder and Bhatebunder totalling 63 girls. Weekly meetings were held with discussions on self, communication, relationship, anger management, decision making, menstruation cycle and physical and emotional changes in the body, session on married life and pregnancy and abortion, adjustments before and after marriage, avoidable expenses at the time of marriage resulting availing of loans & the burden of repaying them, a practice very common in the community.



### **6. Community:**

- FamilyHealth:** Conducted lane meetings with community women on cleanliness, nutrition, importance of children's education, expenses during marriage, information on demonetization, importance of ID proof, child abuse and others.
- Organized ID proof camp:** FSC networked with Mr. R. Miranda (Don Bosco Institute, Uttan) and 146 people attended the camp organised. They were able to get their ID by paying the government prescribed fee with receipt and thus avoiding payment to a broker or agent.
- Medical Camp:** Organized in co ordination with Hinduja College Nursing staff wherein they conducted general check ups and gave inputs on nutrition to the people in the community. Here, ANC/PNC mothers were also given additional inputs.



#### **Programs:**

- Family Day- 175 attended
- Women's Day-250 women attended
- Program for Newly Married Couples: 21 couple attended this program. A discussion was held on building a healthy relationship with their partner and finance management.
- To mark the occasion of Women's Day, FSC conducted a session on Cancer awareness and organised tests for Thyroid deficiency for women in collaboration with D.S. Research Centre, Andheri. 127 women participated and benefited from this.
- Annual Coastal cleanup: - FSC networked with Mira Bhayandar Mahanagarpalika to conduct the Annual Coastal clean up drive in Uttan. 78 people participated for coastal cleanup.

### **7. Vocational training:**

#### **Tailoring Unit:**

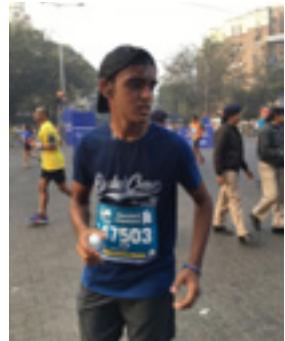
During the year 2 batches for training in tailoring were conducted and 24 women benefited from this. After the training they have started to take orders at their homes and are earning some income which helps them to contribute to their household expenses.



#### **Kotak Unnati:**

This year 13 children were referred to Kotak for Hospitality, Customer Relation and Sales training. Five children got jobs and are earning well. Other children underwent training for upgrading their knowledge and are now continuing their studies in colleges.

## The Standard Chartered Mumbai Marathon



The Standard Chartered Mumbai Marathon has seen a phenomenal growth over the last 12 years and the event now stands unsurpassed and unchallenged as India's Largest fundraising Partner for Charity. This Year the amount raised through SCMM for the various charities has been about 30 Crores. Anisha Johri , an adoptive mother and our Committee Member has been running for Family Service Centre for the last seven years; this year her son Adhiraj, a class XI student motivated by his mother's zeal to give back to society , ran in the Half Marathon Category and made everyone proud by raising 23.35 lakhs !! He was felicitated at the SCMM Charity Awards Nite 2017 and received the Young Leaders Award from Marathon Runner and Actress Tara Sharma.

We are happy to share that, this year Desmond Gonsalves, husband of our Program Officer Sheetal, also participated in the Half Marathon category offering his full support to the cause of Family Service Centre.

Over the years the Mumbai Marathon has enabled NGO's to gain visibility , to raise funds for their cause and also bring together socially conscious individuals who want to contribute towards Social Change.

## FSC TEAM

*"Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do." - Steve Jobs*

Another year has passed by and it is time to reflect on the past year's achievements, ponder on ongoing projects and look forward to working as a team towards our Vision and Mission.

Our Director and Program Officers participated in the following events during the year:

- Brainstorming Orientation meeting on project MAYA, Maharashtra Alliance of Young Adults organised by SOSVA Training and Promotion Institute (STAPI), June 28, 2016
- Workshop on Child Rights at YMCA, Mumbai, August, 24, 2016
- Session on 'Effective Field Work Supervision in Social Work Practice', College of Social Work, Nirmala Niketan, August 31, 2016
- Federation of Adoption (FAA) , AGM at Bal Anand, Mumbai, September 29, 2016
- District Women and Child Development, DWCD Meeting at Bal Asha Trust, Mumbai, October 19, 2016
- A '5 day' workshop on Child Sexual Abuse conducted by ARPAN, November 2016
- Session on Personal Safety Education conducted by ARPAN on December 1, 2016
- Dr. Dorothy Baker Chair on Peace and Development, 'Protection of Civil Rights' by Mr. Quaiser Khalid, Nirmala Niketan, College of Social Work, Mumbai , December 21, 2016
- Jan Sunvayi (Public Hearing) organised by MSWC and Majlis at I.E.S. College, Mumbai, January 24, 2017.
- Networking meeting to interact with Protection Officers and other stakeholders under the Domestic Violence Act in Mumbai suburbs organised by Majlis at I.E.S. college, Mumbai, February 2, 2017.
- Consultation on Child Care for the Vulnerable Young, 'Early Childhood Care and Education', ECCE, organised by Mobile Crches at YMCA, Mumbai, March 10, 2017
- MAJLIS Campaigns, We Action Group Women's Day Program, March 15, 2017,
- Seminar on 'Child Protection and Education', Nirmala Niketan, College of Social Work, Mumbai, March 29, 30, 2017



# STUDENTS OF SOCIAL WORK FOR FIELD WORK PLACEMENT

As every year, we welcomed students from various colleges of Social Work for their field work training. The following students were placed with us for the year 2016-17.

## College of Social Work, Nirmala Niketan, Mumbai

Ms. Savira Sequeira	BSW III
Ms. Jyoti Singh	BSW II
Ms. Ornella Nanghat	BSW II
Mr. Vikram Machado	BSW II
Ms. Marian S. Sequira	BSW I
Mr. Clody M. D'monte	BSW I
Ms. Chhaya Kolse	Paraprofessional Course, NN

## Hesso University, Switzerland - Exchange program organised by Nirmala Niketan

Ms. Tamara Schnyder	BSW II
Ms. Marion Stoffel	BSW II
Ms. Amelie Mariethoz	BSW II

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

Ms. Anjana Krishnan	MSW II
Ms. Namrata Lama	MSW II
Ms. Snigdhaa	MSW I
Ms. Juhi Jain	MSW I

## George Brown College, Canada - Exchange program organised by TISS -

Ms. Elizabeth Brioux	Short-Term Program
Ms. Meha Patel	International Study and
Mr. Andrew Isaac	Field Placement in India



## SNDT University, Mumbai

Ms. Sariga Bhaskar	MSW II
Ms. Reena Gharat	MSW II



## Maharaja Sayajirao University, Gujarat

Ms. Jesal Jethwa	M.Sc.
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# VISITORS TO FSC

Date	Name
July 2016	Adv.M. Seelan, CWC Member, Mumbai
July 2016	Sangeeta, H. Fernandes, N. Delhi
August 2016	Ms. Doreen Lobo, U.K. Ms. Patricia Paprocki, U.S.A.
September 2016	Ms. Vasundhra, Centre of Excellence in Alternative Care of children, N. Delhi
October 2016	Mr. Ian Anand Forber Pratt, N. Delhi
November 2016	Ms. Paige Walker, Social Quotient, Mumbai
December 2016	Ms. Sneha Joshi Probation Officer and Mr. Vinod Waghmare Protection Officer, D.W.C.D.O. Worli, Mumbai
December 2016	Azadeh Stark, U.S.A.
January 2017	Mahasweta Banerjee, Katrina Grendzinski, Carslinton Bensil and group of 10 students, University of Kansas, U.S.A.
January 2017	Dr. Sonal Kale, Consultant Naturopath, Yoga Instructor, Mumbai
February 2017	Ms. Rita Steinau, Germany
February 2017	Students of Gandhi Fellowship Progam, Thane
March 2017	Ms. Charlene Dunstan, Faculty, George Brown University, Canada
March 2017	Mr. Andrew Hendrian, Mumbai

## EXPRESSION OF GRATITUDE

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

### PROJECT FUNDS

Wide Horizons for Children Inc., U.S.A. Sponsorship and Community	Rs.19,44,042.00
Italian Association for Aid to Children (CIAI) Sponsorship and Community	Rs.11,92,958.00
Chance of Life, Germany Sponsorship and Community Project Uttan	RS.7,22,000.00
Iris and Max Roemer, Germany Sponsorship Balwadi Project, Uttan	Rs.2,81,473.00
Bal Sangopan Yogana The Commissionerate of Women and Child Development, Government of India	Rs.48,000.00

### DONORS

Up to Rs. 5000.00	Rs. 5001 to Rs. 10000.00
<ul style="list-style-type: none"> <li>• Ms. Anita Shah</li> <li>• Mr. Anthony Oliver Mendes</li> <li>• Ms. Anuradha Choudhari</li> <li>• M/s. Esskay Steel Corporation</li> <li>• Ms. Geeta Khemani</li> <li>• Mr. James Joseph</li> <li>• Ms. Kalindi Muzumdar</li> <li>• Mr. Ketan &amp; Mrs. Heena Desai</li> <li>• Ms. Meher Deboo</li> <li>• M/s. Pranav Steel Corporation</li> <li>• Mr. Rakesh Sheth</li> <li>• Ms. Rosaline Rosario</li> <li>• Mr. Shreyas Mehta</li> <li>• Shri R.O. Somani Charitable Trust</li> <li>• Ms. Sunita Chaturvedi</li> <li>• Mr. Vihan Shah</li> <li>• Ms. Yamini R. Jhala</li> </ul>	<ul style="list-style-type: none"> <li>• Mr. Akash Verma</li> <li>• Ms. Celine Saldanha</li> <li>• M/s. Cleo Design Private Ltd.</li> <li>• Ms. Julie Lenkiewicz</li> <li>• Mr. Kiran Nair</li> <li>• Ms. Loretta S. Shetty</li> <li>• Nanji Khashi &amp; Smt. Devkabai NC Trust</li> <li>• Ms. Purnima Mirchandani</li> <li>• Ms. Pushpa Jhangiani</li> <li>• Mr. Rahul Johri</li> <li>• Mr. Ram Kumar Matta</li> <li>• Mr. Ramathan Kumar Melmagalam</li> <li>• Ms. Rekha Solomon</li> <li>• Ms. Sara Solomon</li> <li>• Ms. Shalini Gupta</li> <li>• Ms. Shalini Shrimali</li> </ul>
Rs. 10001.00 to Rs. 2000.00	Rs. 20001.00 to Rs. 50000.00
<ul style="list-style-type: none"> <li>• Ms. Aditi Guha</li> <li>• Mr. Desmond Gonsalves</li> <li>• Life Line Pharma</li> <li>• Ms. Manu S. Agarwal</li> <li>• Ms. Priyanka M. Dhanu</li> <li>• Terence Cardoz</li> <li>• Ms. Varsha Kevalram</li> </ul>	<ul style="list-style-type: none"> <li>• Bombay Young Mens Christian Association, YMCA (Towards Balwadi program)</li> <li>• Farhad Noshir Captain</li> <li>• Laxman Kumar Birla Charitable Trust</li> <li>• Ms. Lata Om Prakash Kasturi</li> <li>• Dr. Rekha Ambegaonkar</li> <li>• Ms. Sangita Rajesh Gala</li> <li>• Ms. Sunil Rohokale</li> </ul>
Rs.50,001.00 to Rs.1,00,000.00	Above 1,00,000.00
<ul style="list-style-type: none"> <li>• Mr. Amit and &amp; Ms. Ritu Chowdhary</li> </ul>	<ul style="list-style-type: none"> <li>• Ms. Geeta Desai</li> </ul>

## SPONSORS

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

- Dr. Frederick Jacob De Souza
- Dr. Hartmut Goldstein
- Mr.Kapil Kashyap
- Ms. Laila Johanne Bajan
- Mr. Murali Kannan
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- Ms. S. M. J Patel
- Ms. Tina Bhatia

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

- Ms. Anita Baptist
- Dr. Brigitte Courault
- Dr. Kulwinder Singh Dua
- Mr. Darryl Athaide
- Mr. Ferris Virani
- Hubert Desouza Memorial Trust
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- Mr. Rahul &Mrs. Gauri Pradhan
- Ms. Shakuntala Aiyer
- Ms. Vera Merwanji

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

- Ms. Marissa Martis
- Mr. Narendra Bhore
- M/s. LifeLine Pharma

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

- Dr. Geeta Balakrishnan
- Ms. Anila Mody
- Dr. Sarat Donepudi

### Above 1,00,000.00

- Mr. Samir Subberwal

## DONATION IN KIND

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

Ms. Aditi Guha	Ms. Lata Omprakash Kasturi	Ms. Ruchika Ballal
Ms. Anupriya Shah	Ms. Mamta Maliya	Ms. S.M. Thadani
Mr. Ashish Agarwal	Ms. Mariam Merchant	Ms. Salomi Ghiya
Amelie, Tamara and Marian	Ms. Meera Sarkar	Ms. Samita Shah
Ms. Amita Shah	Ms. Monica Gupta	Ms. Sangita Rajesh Gala
Anand Kendra Trust	Ms. Mathew Fernandes	Ms. Shehnaz Petiwala
Ms. Anisha Johri	Ms. Meher Deboo	Ms. Suchitra Damani
Ms. Behnaaz Engineer	Ms. Nigama Mascarenhas	Ms. Sumitra Char
Bharti and Nagin Parekh	Mr. Niraj Asher	Mr. Susheel Kak
Capt.Gupta	Mr. Nanji Khiashi & Smt. Devkabai Charitable Trust	Mr. Savek Bhansali
Dr. Nilima Mehta	Ms. Neepa Shah	Ms. Shalini Gupta
Dr. Bharat Shah and Mr. Bahubali Shah	Ms. Nikita Jethani	Ms. Shiba Jasuja
Ms. Dutt	Niren, Manali and Parshva Patrawala	Smilz Nishkam Seva Trust
Ms. Geeti Char	Ms. Purwa Duggal	Ms. Shanthi Kurien
Ms. Gayatri Taneja	Mr. Percy Ghaswala	Mr. Tripesh Gupta
'Goonj', Niraj Gandhi	Ms. Rachana Jain	Taj Group of Palace and Hotels
Ms. Iman K. Calcuttawala	Ms. Reena Mansukhani	Taj Wellington Mews
Ms. Jennifer D'cruz	Ms. Reena Mehrotra	Mr. Thomas Seet
Ms. Josephine Menezes	Ms. Rekha Solomon	Ms. Urmila Chakraborty
Ms. Farhad Jasani	Ms. Rima Marphatia	Ms. Uma Zaveri
Ms. Jyotsna Kapoor	Mr. Rakesh and Ms. Sujeta Damani	Ms. Urvi Dhuldhoya
Mr. Kaizad Engineer	Ms.Renu Parikh	Ms. Vidya Iyer
Mr. Ketan and Ms. Heena Desai	Ms. Rita Barnetto	Ms.Vidhi Shah
Ms. Lucy Barboza	Mr. Rohit Jasuja	Mr. Xavier Menezes

## NETWORKING

### EDUCATION SECTOR

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

### ADOPTION AND FOSTER CARE SUPPORT SYSTEM

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

### HEALTH SECTOR

Dr Rahul Verma	PHC - Colaba, Masjid Bundar & Uttan	Bhaba Hospital
Dr Ashish Pathrikar	Ms. Dhara Bangera (Clinical Psychologist)	V.N. Desai Hospital
D.S. Research Centre, Andheri	Sewri T.B. Hospital	Karuna Hospital
Nair Hospital	Cama Hospital	Jain Hospital
Dr. Aditi Kolte	Dr. Jayalakshmi Jayaram	Dr. Rashmi Singh
Dr. Neepa Thackar	St. George Hospital	Amin Pathology
Dr. Indrajit Pandit	KEM Hospital	Hinduja Nursing School
Bombay Hospital	Chatrapati Shivaji Maharaj Hospital, Kalwa	Dr. Durgesh Aror (BDS)

### NGO SECTOR

Smilz- Nishkam Seva Trust	YMCA, Colaba	SNEHA
Kotak Educational Trust	Big Tech Solutions	Win Home, Santa Cruz, Kalyan
Garden, Sports and Recreation Society	Mukti Sagar Prabodhan Kendra, Uttan	United Way of Mumbai
Aarav Charitable Trust	Shishu Aadhar	Hamsaya Trust, Wadala
Toy Bank , Mumbai	YWCA, Colaba	CASP
I.A.P.A. Mumbai	Dolours Centre for Empowerment , Wadala	Bapnu Ghar, Worli
NASEOH	Help Age India	Majlis Legal Centre
Ashadaan, Byculla	Kotak Unnati	Vitamin Angels

### PUBLIC AND PRIVATE SECTOR

Brihan Mumbai Municipal Corporation, (BMC)	Mira Bhayander Mahanagarpalika	Credibility Alliance
Chatrapati Shivaji Maharaj Vastu Sangralaya	Taj Group of Palace & Hotels Taj Wellington Mews	Bank of Baroda, Colaba
Colaba, Cuffe Parade, Gorai, & Mira-Bhayandar Police Stations	Sakal, Mahanagar ,The Inquilab, Newspapers	Rotract Club of H. R. College
AISEC, Mumbai	Vignette Solutions	Nasscom Foundation
Mr. Kashyap, Kirti Printers	INS Shikra ,Indian Navy	Gregory Fernandes, Unik Printers
Haqq Se Cafe	Ganesh Garments	Panaromic Resort

### INDIVIDUAL

Fr. Hillary Fernandes, Director Our Lady of Vailankanni Shrine	Mr. Gavin D'Souza	Mr. Akshay Andhale
Fr. John Lopes, Principal, Holy Name High School	Fr Micheal D'Souza, Our Lady of Perpetual Succour, Manori	Fr. Leslie Malya, Director, Mukti Sagar Prabodhan Kendra
Ms. Sunanda G. Jadhav, Sr. Br. Manager, Bank of Baroda	Ms.K. Anita Devi, Asst. Gen Manager, Bank of India	Ms. Joyti Choudhary Ms. Punam Khuman, Ms. Krutika Khuman,'Smilz'
Fr. Alex Gonsalves, Principal, St. Joseph's H.S.	Fr. Francis Mascarenhas, Our Lady of the Sea Church, Uttan	Fr. Sandip Borges
Ms. Leela Pereira	Ms. Shalini Jonas, Taj Mahal Palace	Ms. Munira Ansari, Kotak Mahindra Foundation
Ms. Bhuvaneswari Chivukula	Ms. Asmita Desai, Taj Wellington Mews	Ms. Sonal Shah

## CREDIBILITY ALLIANCE



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

### Compliance to Norms:

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

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

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

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

### Credibility Alliance's Transparency & Accountability Disclosures

Distribution of paid staff according to compensation levels			
Slab of gross salary plus benefits (Rs per month)	Male (No's)	Female (No's)	Total (No's)
<5000	-	4	4
5,000 - 10,000	-	4	4
10,000 - 25,000	1	10	11
25,000 - 50,000	-	1	1
50,000 - 1,00,000	-	1	1
Total	1	20	21

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	72	M	Archbishop of Bombay	President	Nil	N.A.	-	
Dr. Gracy Fernandes	66	F	Superior, DHM, Nirmala Niketan Institute	Vice President	Nil	N.A.	-	
Dr. Geeta Balakrishnan	60	F	Retd. Principal, College of Social Work, Nirmala Niketan	Chairperson	Nil	N.A.	-	
Mr. Percy Ghaswala	55	M	Social Entrepreneur	Hon. Secretary	Nil	N.A.	-	
Dr. Frederick Jacob de Souza	74	M	Advocate & Management Consultant	Hon. Treasurer	Nil	N.A.	-	
Dr. Nilima Mehta	63	F	Professor & Child Protection Consultant	Member	Nil	N.A.	-	
Dr. Lidwin Dias	49	F	Principal, College of Social Work, Nirmala Niketan	Member	Nil	N.A.	-	
Ms. Kalindi Muzumdar	82	F	Retd. V.Principal, College of Social Work, Nirmala Niketan	Member	Nil	N.A.	-	
Ms. Jenny Talwalkar	77	F	R.S.C.N. (London)	Member	Nil	N.A.	-	
Ms. Anisha Johri	39	F	Partner, Decorage & Associate, Interior Designer	Member	Nil	N.A.	-	
Fr. Emmanuel K.T.	46	M	Archbishop House	Member	Nil	N.A.	-	
Dr. Rahul Verma	51	M	Pediatrician	Member	Nil	N.A	-	
Dr. Vasant Talwalkar	79	M	Paediatric Surgeon (Retd.)	Member	Nil	N.A	-	
Fr. Harold Vaz	65	M	Rector, Holy Name Cathedral	Member	Nil	N.A.	-	
Ms. Nirmala Fernandes	55	F	Director	Ex-officio-member	Rs. 7,20,000 p.a.	Salary		

**Details of Air Travel by Staff/ Volunteers /and Board Members at the expense of the organization in the last Financial Year.**

Name & Designation of Staff / Volunteer/Board Member	Designation	Purpose of Travel	Cost Incurred (Rs.)	Sponsored (Rs.)
Nil	N.A.	N.A.	N.A.	N.A.

# **G.C. D'SOUZA & CO.**

## **Chartered Accountants**

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

The Members  
Family Service Centre  
Mumbai 400 001

We have audited the attached Balance Sheet of Family Service Centre as on 31st March 2017 and the Income and Expenditure Account for the year ended on that date both of which we have signed under reference to this report. These financial statements are the responsibility of the management of the Trust. Our responsibility is to express an opinion on these financial statements based on our audit.

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

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

In the case of the Balance Sheet, of the state of affairs of the Trust as on 31st March 2017; and

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

**FOR G. C. D'SOUZA & CO.,**

**CHARTERED ACCOUNTANTS,**

Sd/-

(G. C. D'souza)

Mem. No. F037939

Mumbai: 28th July 2017

**PROPRIETOR**

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

## BALANCE SHEET AS AT 31st March 2017

AMOUNT	FUNDS & LIABILITIES	AMOUNT	AMOUNT	PROPERTY & ASSETS	AMOUNT
22,620,948.29	TRUST FUNDS OR CORPUS	24,793,664.25	20,471,291.78	CASH AND BANK BALANCE	22,556,482.59
4,403,601.45	CURRENT LIABILITIES	4,168,802.45	5,582,022.95	INVESTMENTS	5,624,115.10
			302,485.51	FIXED ASSETS	290,550.51
			668,749.50	OTHER ASSETS	491,318.50
27,024,549.74		28,962,466.70	27,024,549.74		28,962,466.70

## INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31ST MARCH 2017

AMOUNT	EXPENDITURE	AMOUNT	AMOUNT	PROPERTY & ASSETS	AMOUNT
2,387,378.88	ESTABLISHMENT Exp EXPENDITURE ON:	1,348,646.77	7,432,540.24	DONATIONS RECEIVED	6,955,838.12
5,360,957.24	CHARITABLE OBJECTS	4,297,473.92	89,165.00	TRAINING PROGRAMME FEES	94,749.00
511,473.00	EDUCATIONAL OBJECTS	791,783.18			
53,378.00	DEPRECIATION ON FIXED ASSETS	51,272.00	1,339,063.16	INTEREST AND DIVIDENDS RECD	1,606,304.71
556,581.28	SURPLUS CARRIED TO BALANCE SHEET	2,167,715.96			
8,860,768.40		8,656,891.83	8,860,768.40		8,656,891.83

As per our even date

For: FAMILY SERVICE CENTRE

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

Sd /-

sd /-

sd /-

sd /-

sd /-

Mr. G. C. D'Souza Dr. Geeta Balakrishnan Mr. Percy Ghaswala Dr. Frederick L. de Souza Ms. Nirmala Fernandes

### Chairperson

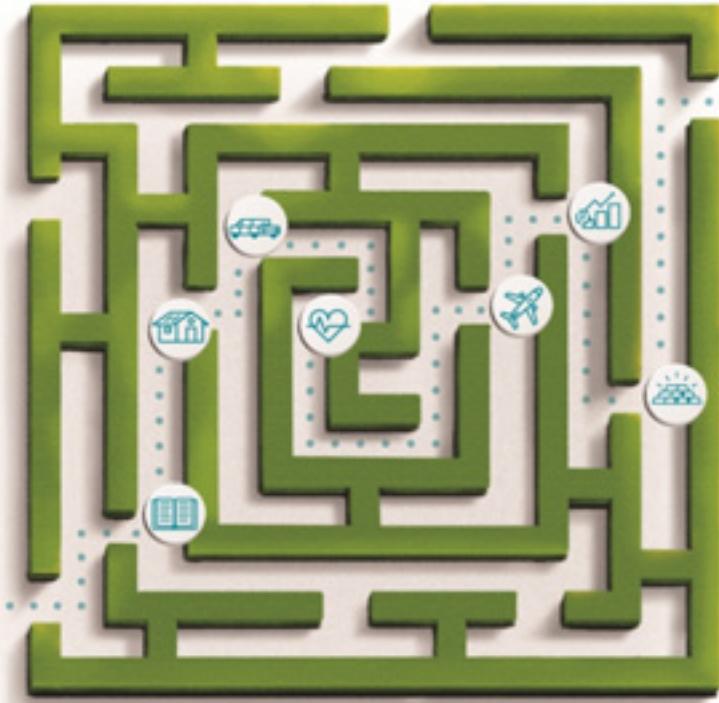
## Secretary

## Treasurer

## Director

Mumbai: 28th July, 2017





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# Family Service Centre

*Member of Credibility Alliance*

Registered under the Bombay Public Trust Act 1950,

Vide No. F-425 (Bom.) Dated 20<sup>th</sup> June 1955

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