



63rd Annual Report
2017-2018

FAMILY SERVICE CENTRE



Family Service Centre

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

Tel.: +91-22-22021432 / 22828862

Email: director@fscmumbai.org / director.fscmumbai@gmail.com, Web: www.fscmumbai.org

VISION

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

MISSION

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

THE MANAGING COMMITTEE



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

THE FAMILY SERVICE CENTRE TEAM

Director

Ms. Nirmala Fernandes

Program Officers

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

Ms. Indira Ullas
Ms. Avanti More
Ms. Ruchika Ballal
(left, 31st August 2017)

Ms. Vanita Salunke
Ms. Hema Garea
Ms. Asmita Bhaskar
(joined, 23rd October 2017)

Para Professionals

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

Health Workers

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

Balwadi / Study class/Tailoring

Ms. Flevina Gonsalves
Ms. Pramila Darja
Ms. Surekh Varekar
Ms. Shraddha Kasar

Administrative Staff

Accounts Assistant
Ms. Sujata Manerkar

Office Assistant
Mr. Ravishankar Varne

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Chairperson's Message



Since 1955, Family Service Centre has through its services, made every effort possible to value the people it engages with and uphold the core values and principles of the social work profession. Every effort is made to ensure accountability to the individuals, families, groups, communities and the organisations we work with. Our social workers have worked towards building empathetic relationships with our service users and recognized their strength and inherent dignity. We recognize that individual human rights can only be realized if people take responsibility for each other and for the environment, and we promote this through our various programmes.

Family Service Centre has over the years worked towards strengthening inclusive communities, with respect for diversity and difference. Our core programmes of sponsorship, adoption, foster care, and community outreach is based on the recognition that gross inequality combined with poverty constitutes a threat to human development. We recognize that the children and women we work with are capable and self-determining, but that this self-determination is curtailed by several factors. As we strive ahead towards building the self-esteem and strengths of people, we thank each of our donors and associates and look forward to your support in our future interventions.

Dr. Geeta Balakrishnan
Chairperson

Director's Reflections



On the year gone by.....

It has once again been an eventful year at Family Service Centre. A brief review.

This year, our Educational Sponsorship Program expanded to include an additional 152 students, thanks to funds raised at the Mumbai Marathon by our Committee Member, Ms. Anisha Johri through HSBC Bank for this purpose. Meanwhile, following major changes last year, the Program has adapted well into the new system, that of electronic transfer of funds into the student's account. Students continue to visit and interact with their social worker at the agency monthly and attend the various programs organised in the course of the year. Operating their new individual accounts with the help of their parents has increased their level of confidence.

The Government Bal Sangopan Yogana Program of fostering children underwent a procedural change this year. All agencies implementing the program were notified of the review in implementation and proposed plan of direct transfer of funds by the government into individual children's accounts. From July 2017, financial assistance was discontinued and detailed reporting and inspection from 2010 till date was undertaken by the Government District Office. Meanwhile, our agency assistance by way of food grains and other supplies from our donors continued.

We were very glad to welcome Ms. Eileen Minnucci, Project Manager-International Programs of Wide Horizons for Children, USA, one of our major sponsors and well wishers, in the month of October 2017. Ms. Eileen was with us for a week, meeting with our Chairperson, Director and staff, visiting our project sites, interacting with children sponsored through Wide Horizons as well as their beneficiaries from the Colaba community program, namely children of the Balwadi, and Balmandal programs, women of the SHG groups and ANC and PNC programs, the TB project as well as our School Intervention at Janabai School. It was a beautiful exchange appreciated by all.

Family Service Centre now has a new community room located in the heart of the Colaba slum community. Our Balwadi and Study classes have resumed, so also our Balmandal, Self Help Group meetings and other activities.

The Adoption Program in coordination with CARA, Ministry of Women and Child Welfare, New Delhi continues to see a steady number of families coming together through adoption. The process is now centralized and prospective adoptive parents often have to travel to a different state for the child proposed to them by CARA. So also, our babies are often proposed for adoption to families residing outside of Mumbai or from another state. This calls for increased inter agency coordination and at times difficulties with documents, but the process is settling in.

We at Family Service Centre were very touched by the kind gesture of our adoptee Nisha Srinivas. Residing in the US, her passion is Bharatanatyam Dance which she studied while at college. At her Arangetram, [Graduation ceremony] held in August 2017, she gave a solo Bharatanatyam performance. Rather than receive gifts, she requested friends and family for donations to Family Service Centre and raised a generous amount of over Rupees 2 lakhs. We are very grateful and our heartfelt thanks go out to Nisha and her parents, Mr. Bala and Ms. Meera Srinivas and all her well wishers who donated generously towards our Agency.

In the area of School Social Work involving sessions on Value Education and adolescent issues, this year, in addition to Janabai Rokhade High School at Masjid Bunder and St. Joseph's High School, Uttan, we have expanded to include two new schools, namely, Sau. Ushadevi Waghe School, Colaba and the Colaba Municipal Secondary School. Feedback received from both students and school faculty indicate that these are much appreciated.

Our Outreach Program in Uttan has increased to accommodate more students for Educational Sponsorship from 10 to now 55 students. There has also been an increase in counselling cases, be it school children for behavioural problems referred by St. Joseph's High School or cases involving marital and family discord referred by the Parish Priest of Our Lady of the Sea

Church, Fr. Peter D'Cunha.

On the occasion of their 111th Founders Day on July 20, 2017, Bank of Baroda, Colaba, our Bankers for several years, donated a cupboard with 111 interesting fiction and nonfiction novels towards our library at the Colaba Community Centre. At a ceremony held at the bank in the presence of the Senior Branch Manager, Ms. Sunanda Jadhav and staff of the bank and Family Service Centre, Mr. Raj Kumar Mahavar, Dy. Regional Manager, Mumbai Metro South Region handed over the keys of the cupboard to the Director. We are very grateful for this valuable donation which is much appreciated and useful for the children in the community.

We are also grateful to Bank of Baroda, Fort Branch for donating 650 writing boards for our sponsored students. Prior to their final examinations, Mr. Sanjeev Singh, Branch Manager together with the Director of FSC distributed the boards to students at our Agency.

After a detailed investigative study involving meetings with Committee Members, Director and Staff of FSC, scrutiny and submission of documents, interacting with beneficiaries at the agency and in the community we are glad to share that our Certificate of Accreditation from Credibility Alliance has been renewed once again.

We are indeed grateful to all our Sponsors, Donors and well wishers for their unfailing support thereby ensuring the continuity and growth of Family Service Centre. A special thanks to Mr. Bhavin Pandya of Skyline Advertisers for voluntarily offering his expertise in the layout and presentation of our Annual Reports.

Looking ahead to the next year with continued hope and dedication on our way forward.

Ms. Nirmala Fernandes

Adoption

Filled with expectations and hope of an extended family, adoption is a life-changing journey for both, the parent and the child being adopted. Adoption brings immense happiness in the lives of the families who are welcoming a little one home.

Many individuals, couples, and families consider adoption because they are struggling with infertility, or choose adoption as a beautiful way of creating their family. Whatever the reason, the child being adopted will have a loving home in deeply profound ways and the couple/individuals get a child on whom they can shower all their love.

Diverse parents, unique backgrounds and different worldviews have changed the 'why's' and 'how's' of adoption. There has also been a change in the adoption process in India. New rules and regulations have been set by the Central Adoption Resource Authority (CARA), New Delhi. A corner stone by the Juvenile Justice Act (Care and Protection Act, 2015) has also been issued for not only the procedures and standards for care and protection of children in need, but also for the functioning SAA's (Specialised Adoption Agencies).

All adoptions by SAA's (in country and inter country) are routed through CARA and all adoptions are legalised under JJ Act 2015. FSC conducts post adoption follow-ups as per CARA guidelines (4 follow-ups with a gap of 6 months each). The same is uploaded in CARINGS.

This year 32 families registered with us for adoption. We fostered a total of 14 children of which 9 were new admissions. Nine of these children were adopted this year and 10 of our families adopted from various SAAs.

Parenting And Counselling Sessions of FSC:

The sessions are compulsory for everyone who would like to adopt and are a part of the assessment of the couple. The initial counselling is done by the Social Worker during joint meetings with the couple. The Psychologist then takes a detailed session on adoption/post adoption issues related to the child, parent and family, and focuses on parenting. Sharing the fact of adoption to the child and Root Search is also covered in these sessions. This year we organised 5 such sessions.

Continuing the initiative taken last year, we organised an open forum meeting on 24th March, 2018 to discuss any questions that the adoptive parents might have had about issues post adoption.

Dr. Nilima Mehta, a member of FSC's Managing Committee and Adoption Child Protection Consultant agreed to participate and address/discuss the concerns from all the parents at this interactive meeting.

Dr. Nilima Mehta has done extensive work in the area of Child Rights, Child Protection, Adoption, Foster Care, and Family Counselling and specialises in counselling birth parents, pre and post adoption counselling for adoptive parents and "Search for Roots" Counselling of Adoptees. Dr. Mehta is also the author of Ours by Choice - Parenting through Adoption.

This year, the discussion/queries were on issues faced by parents like defiance, emotional ups and downs, lack of interest in academics, social withdrawal, over activeness, etc. Some of these issues which may or may not have actually been related to adoption, but just parenting issues were addressed by Dr. Mehta.



Annual Family Meet:

The much awaited Annual Family Meet was held on 25th November 2017, where adoptive parents with their children and prospective adoptive parents met under one roof at Nirmala Niketan College of Social Work. Besides being fun, this meeting is a platform to mingle and keep in touch with each other, discuss any issues and indirectly helps the process of sharing the fact of adoption. It also helps the Prospective Adoptive Parents to discuss the practicality of further learning from other's experience and look forward to attend further sessions, with their children.

Sharing by an adoptive family(E mail sent by an adoptive mother):

Dear Family Service Center

I recently came across your website and read about the success stories and number of children that had been adopted throughout the years. I thought I would share with the Center two more success stories.

I adopted two babies through your center. The first was a 7-month-old infant girl, born 6/4/81 who was called Depali. She was fostered at Dr. Sitalaxmi's maternity nursing home. Her social worker was Mrs. Srinivasan. I renamed her Rekha and adopted her in January, 1982. I returned to India in January, 1985 to adopt a 5 month old infant boy born on 8/14/84. He was called Ashvin and was in a foster home. His social worker was NishitaDalal. I renamed him Ravi. Unfortunately, my husband and I divorced when Ravi was 18 months old.

Although both children had some medical issues, my daughter experienced the most severe needing injectable medication for four years to allow her to grow (now 4'11") and also open heart surgery to correct a congenital heart defect.

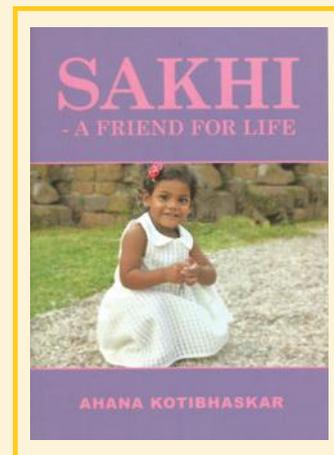
I included pictures below of the children then and as adults. Both children grew up to be wonderful adults, now 37 years old and soon to be 34 years old. They are both college graduates with thriving careers. I wanted to thank you for giving me the opportunity to love and raise two beautiful and so special human beings. They are two very successful stories.

Rekha is an Interpreter and Ravi is a businessman.

Once again, let me express my sincere gratitude to Family Service Center for allowing me to become a mother and be able to raise such wonderful and loving children to adults. They have always been and will remain the happiness in my life. I have been truly blessed.



*With fondness,
Melanie (Natarajan) Coe*



Ms. Ahana Kotibhaskar, the niece of our foster mother Ms. Varsha Kewalramai Patel, spent a few precious days with child Sakhi, while she was in the care of Ms. Varsha. Sakhi was eventually adopted by a sweet couple from Italy. This experience left a lasting impression on Ahana and she has written and published a book about her perspective on Sakhi's feelings. It is a story of Sakhi through the eyes of Ahana.

Root Search:

This year we helped 8 adoptees (above 18 years of age) to answer some of their queries regarding their "roots". Out of the 8, 4 visited FSC personally. Continued correspondence with the adoptees and counselling helped them to answer some of there queries.

In addition to the above, 2 overseas adoptees visited FSC as they wanted to reconnect with us during their annual visit to the country.

Bal Sangopan Yojana

Bal Sangopan Yojana is a Government Foster Care Program wherein during difficult circumstances in a family, a child lives temporarily with extended or unrelated family members, with financial support from the Government and under the guidance of an NGO. NGOs like FSC work with The Department of Women and Child Development, Mumbai and the Child Welfare Committee (CWC) to give a good life to the children, according to the Model Guidelines of Foster Care, 2015. The foster family receives Rs. 425 a month for the child under this Program. .



For every child being benefited by the BSY scheme, he/she is given an Individual Care Plan and the family aid is reviewed periodically to the best interests of the child. This approach keeps up with the principle of Social Work i.e. to help clients help themselves.

In the year 2017-2018, a total of 50 children were provided assistance under the BSY scheme in coordination with Department of Women and Child Development, Mumbai and CWC, Mumbai.

- As is the procedure, every year the children benefiting under this program have to be presented before the Child Welfare Committee [CWC] for renewal and obtaining their 'DakhalAdesh'. As there are a large number of children involved, we requested the CWC member to visit Family Service Centre for the assessment. Mr. Shyam Mestri obliged and the orders were obtained for 38 children that were present for the assessment.
- This year the Government Department carried out assessment from 2010-2011 to 2016-2017. A circular was received from the district office notifying that all children's payment need to be done by NEFT/RTGS/CS under the Cash Management Program. As we have already opened individual accounts for the children in Bank of Baroda, the process was facilitated.
- In July 2017, the district office informed us that for all organisations implementing the BSY program, as per the Cash Management Program, the District office will now send BSY payment directly to the children's account. Hence, agencies were to stop payment and following the assessment, the government grant would be disbursed.

Case Study

Sameer has been in our BSY Program since a very young boy studying in Std. II. When initially referred to us for assistance, his family was faced with a lot of hardships. He had lost his father to AIDS and his mother was also HIV positive and suffering from tuberculosis had to look after her 9 children on her own. Our social worker visited his home for an assessment and found the family to be very needy with insufficient food for them all and the mother not in a position to work on a regular basis. She did embroidery work at home earning around 600/- a month which was difficult to manage the children's education and other needs. One of his sisters was married, but facing marital problems and hence living with them.

Following registration in the BSY Program, our intervention involved individual and group counselling and provision of ration and protein supplements for the mother to build up her strength as she was on strong medication. Constant follow up was done to ensure she continues with her medication. Regular inputs were given on health and hygiene which was lacking, so also counselling on family issues they were facing with relatives.

Over the years, with regular counselling and inputs from the social worker, there has been a lot of improvement in the family situation. Their level of hygiene has improved, his mother takes her medication regularly and is cured from T.B. She has started working as a domestic maid and earns Rs. 6000/- per month. Two of Sameer's elder sisters are married and adjusting well in their family. His younger brother has also started working as a garage mechanic and earns Rs. 10000/- per month. Sameer is now in Std XII and studying well. Overall, their family socio economic condition has vastly improved with a lot of changes seen in the past 10 years.

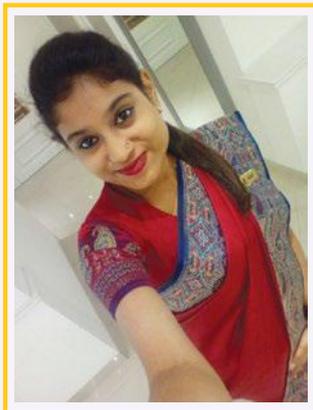


Sameer

Educational Sponsorship

Our Education Sponsorship Program provides an opportunity for children in the community to access primary, secondary and attain a college degree if they so desire and show the potential. Under this Program, students are given financial support from FSC through the goodwill of sponsors. Family members are also indirectly involved in the Program and are counselled in the areas of health, hygiene and career. They are encouraged to be a part of our various other programs offered for children and women including the Balwadi, Balmandal, Study Class and Self Help Groups. In addition to these, various activities and programs are held throughout the year, to mark important festivals, national and international days.

In the current year 2017-2018, a total of 612 children were supported under the Education Sponsorship Program.



I, Rajani Surve can't thank family service centre enough for giving me so much. Whatever I am doing today is because of the people from family service centre. They helped us financially when my mother was alone as my father died 8 years ago. she was the one who worked and earn money to put us in good school. In this 'family service' has helped us do much, they even come to our home talk to us. Thankyou so much for everything.

"Avantika didi" The angle of my life who changed my life totally.

Avantika didi gave me an opportunity to work. One day she called me to her office to talk. she put a golden opportunity in front of me and asked me will you do it, without thinking for a second. "I said yes" and it was to work in Taj Mahal Palace. Next Morning I went for my Interview.

Before going for my interview, I met avantika. She made me calm and confident. I went for my

interview in Taj, where few people look my interview with me a girl was their who had so much of experience and I was a fresher to work there. I even thought once. "The manager is not gonna select me" because I don't have any experience. But they do select me. Next Morning they called me to see my department to meet the staff. Everyone was nice and behaving good to me. I was about nine. They send me for my induction training, where all the trainees are taught about hotel life. They even took us for the hotel tour where I saw everything, I was amazed. The Taj Mahal Palace, Mumbai, which I used to see from car is so beautiful from inside. I never imagined I would get a chance to see it. I really enjoyed my induction training, after completing my training, I gave exam to join my department and passed. I went back to my department 2-3 days went nice after sometime some people were unkind. sometimes I even felt that I should leave the job, but I didn't, I fight, Everyone made me understand that those things will happen everywhere if you have to face it. Taj gives me stipend of rs 10,000 that helps me and my family a lot in many way like, managing the financial expenses.

I joined there as a helper in Taj salon and now I work there as a receptionist. All that I experienced everything the people, work everything. Now I am settled I get to know how to deal with people and I am happy with my work. And I'll make my efforts much more to do this job continue and if not I'll work somewhere in the same field with the certificate of Taj. Thankyou family service centre for this it wouldn't be possible without you.

- Rajni Surve
23/02/2018

Activities and programs held for students and their families during this year:

'Girl Child' Day was celebrated to increase the awareness among people about the inequalities faced by a 'girl' child in society. Inequality towards the 'girl' child is a vast problem visible in areas such as education, nutrition, legal rights, medical care, protection, honour and child marriage, to name a few. Sponsored children, their parents and community children took part in the awareness event; nearly 350 members were present during our screening of a Hindi movie, "Nil Battey Sannata" - a sensitive and strong movie focusing on the importance of education and the struggle of a mother to motivate and encourage her daughter.

'Family Day' was celebrated with a view to promote values of family togetherness. Students who successfully cleared their SSC, HSC and Bachelor's Degree were felicitated. "Antarang Foundation", an organisation working with youth and helping them build their careers was invited on that day to create awareness about their "Career Ready Program" for the youth in the community. A total of 475 people attended the program, which included parents and students.

'Personality Development' sessions were taken by Fr. Sandeep Borges for our sponsored students of std 10th & above, their older siblings and youth in the community. The prime objective was to equip them to handle challenges in life with a focus on vision building, time management, building self confidence with a positive attitude and career guidance. Fr. Sandeep regularly conducts similar programs for youth.

For children in classes 6th to 9th, emphasis was given on topics like characteristics of personality development, peer influence, positive thinking, goal setting, leadership, personal hygiene, grooming and vision building. It was a 2-day workshop with a total of 138 participants, conducted by our Program Officers.

'Summer' and 'Winter' camps and Family Fun Fair were the other major activities held in the course of the year. They were well attended and appreciated by the beneficiaries.



Case Study

Tejaswani has been in our sponsorship program since 2014. During her childhood in the year 2008, she lost her father following an accident involving fire crackers. It was shocking for the family and from then on the family responsibility fell on the mother. On assessing the case and noting Tejaswani's interest in studies, we accepted her into our sponsorship program.

Tejaswani's mother was counselled, helping her to become emotionally stronger and work towards brightening the career of both her children. She was a homemaker and did not have the confidence to work outdoors. The family depended entirely on the income earned through the room rent received from another small place they owned in the community. This income being insufficient, we motivated her to search for a job to generate additional income to fulfil the financial needs, especially the education of her children. She followed the advice and secured a job as a saleswoman in a shop earning Rs. 9000/- p.m. Besides that, she also began utilising her tailoring skill and earned some income from stitching. All this has increased her confidence, given her a positive approach towards life and is highly motivated for giving the best education to both her children.



Tejaswani

Tejaswani is a very sincere child with a lot of potential. During her visits to the agency and home visits, she received counselling on career guidance, study techniques, setting career goals, health and hygiene. She was diagnosed with tuberculosis hence regular follow-up of her treatment, both with her and the public health centre was done. She was guided to have healthy nutritious food and not skip meals. She followed the inputs well, completed the entire course of her medication and has improved in health.

Tejaswani completed her schooling from St. Joseph's High School and is presently studying at Siddharth College in the science stream. She is good in academics. She is very focused and hard working and that helps her in getting good grades. As suggested, she also enrolled and successfully completed short term computer courses. In college she joined the National Service Scheme, (NSS) through which she attended various medical camps, learnt disaster management techniques and other skills. She has also enrolled for a 3 year National Cadet Corp, (NCC) course which she attends on weekends. In the few years of sponsorship support, Tejaswani has shown tremendous growth in her behaviour and academics. She has faced and overcome many obstacles with a positive approach. The family as a whole have also grown stronger and are working hard towards having a better future. Her dream is to become a doctor and is working very hard to achieve this goal.



Asif

Asif has been sponsored since 2007. The family was taken into the sponsorship program owing to financial crisis. Over the years through the assistance, we were able to support the family, providing inputs and opportunities to improve their economic condition, handle discrimination in the family, stress the importance of education, skill training, upgrading their knowledge, career guidance, life skills and personality development.

His father sells fish and his mother initially was a homemaker as Asif's father was not in favour of women working outside the home or receiving higher education. But gradually after years of counselling Asif's father and motivating his mother, she did a tailoring course following which she takes orders from within the community for stitching clothes as well as she was part of the duster making Project run by FSC, thereby earning an income. This helped increase her confidence. She is now more active and participates in the programs and meetings organised by FSC.

Asif has three sisters; one elder and two younger. His elder sister's marriage was arranged when she was 18 as her father was not in favour of her attending college. After a lot of counselling with both parents, making them understand the importance of education and non-discrimination between girls and boys, Asif's younger sisters have been allowed to pursue a college education. They are enjoying their studies and are performing well.

Asif is an average student, was very inactive and not focused towards his education. When he initially enrolled in college, he chose the science stream but found it difficult, so after discussion we suggested a change to the commerce stream and since then he has been able to cope up with the studies and is now more focused.

Along with his college, he also completed a short-term computer course in tally, MSc-IT and typing. He is now studying in SYB.Com, and has simultaneously taken up a part time job in a company in the sales department. He is happy and satisfied with the job, earning Rs. 12000/- per month.

Over the years, we have seen a positive change in Asif's career and behaviour. From being an average boy whiling away his time in the community towards, to becoming more matured, understanding his responsibility towards self and family; we are happy to see his progress.

His family too has been following the inputs given to them and made efforts to bring a change in their financial condition and thought processes. His sister too receives counselling in career guidance and skills training by the social worker.

Mahalaxmi stays with her family at Masjid Bunder. They have been living on the streets since many years. Her father is a daily wage worker and mother, a rag picker. Mahalaxmi, earlier, would not heed her parent's advice, not study and wished to drop out of school when in Std. X. She also neglected her personal hygiene and her eating habits were poor. The social worker also observed a lack of personal hygiene in her mother, not bathing regularly, or combing her hair.

Although being very much in need of the assistance, they were not regular in visiting the agency or participating in any programs.



Mahalaxmi with her mother

After a lot of counselling at the agency and during home visits, there has been a vast improvement in their situation. Mahalaxmi appeared and cleared the public Std. X exams and has recently appeared for the Std. XII examinations. She now shows a keen interest in her education, health, in her personal hygiene and appearance too. Also, through the insistence of the social worker, both Mahalaxmi and her mother visit the agency regularly and make efforts to participate in most of the programs. They also confide about their problems more easily with their social worker.

Mahalaxmi has gradually matured into a stronger person. She realizes the hardships her parents are going through and does her bit to help with the chores. She is respectful of others. In future, she hopes to complete her graduation and then take up nursing as a profession.

School Intervention

Many of our students in the Educational Sponsorship Program attend the BMC schools in Colaba and Masjid Bundar. In order to reach out to a larger number of students, we have networked with school authorities to conduct sessions on value education and life skills. This year, in addition to Janabai Rokhade School we have expanded to include Ushadevi Waghe School and the Colaba Municipal Secondary School.

At Waghe School we conducted sessions at the beginning of the academic year with students from Standards V to IX on different topics including discipline, honesty, friendship and behaviour, self -‘I am special... I am unique,...I am boss of my body’ and preparation for exams. Most of the children liked the session on self, which they correlated with their own life/personality. They participated very well and shared that they got additional knowledge on different topics and are motivated to study well. They learnt something out side of their syllabus and liked it.

Our Intervention Program in Colaba Municipal Secondary School began later in mid November 2017 on receiving permission from the BMC Education Department. As the class strength is larger, with 3 - 4 divisions per class, we initiated weekly sessions with students of Std. VI. The topics included rapport building, friendship, respect, honesty, discipline, appreciation, and punctuality. Energizer games and storytelling were some of the methods utilized.

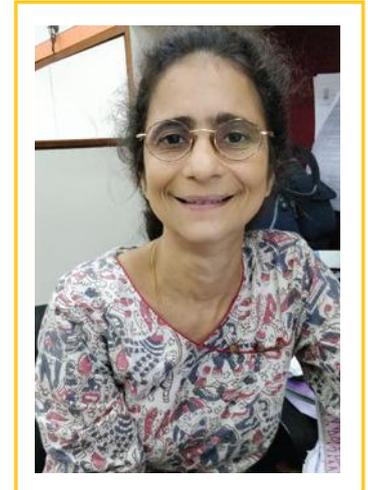
In the feedback received from both students and faculty, the children in all three schools enjoyed the sessions and would like them to continue in the following year too.



Counselling Unit

The counseling unit of FSC continues to extend its services to the children in the community including the family. The concerns are more with reference to career and vocational guidance. More of preventive counseling is the focus, enabling the parents to be able to support their children in further career and related studies/ vocations.

A few follow up cases involved more of dealing with unsupportive family and related dynamics and coping skills handling the same. A lot of counseling both at a group and individual level involved prospective adoptive couples. Resolving their misconceptions related to adoption to assessing them in the parenting journey. Taking them through the road ahead in terms of difficulties they could encounter through case illustrations and thereby preparing them better with skills for parenting.



With reference to a case involving a suicide due to societal stigmatization and related depression, the therapist's statement was taken by the police to rule out foul play. This came across as a challenge to FSC. Also, limited mental health awareness in the community and blind beliefs continue to prove to be a constant hurdle for new referrals for counseling and therapy.

A session with students of Std. IX and X was taken to enable them to understand and deal with anxiety and academic stress mainly during exams. It was a full day session comprising of study habits and examination preparation to counter attack stress.

To spread awareness on mental health and hygiene issues, there is a need to conduct awareness sessions at a preventive level and have periodic sessions on various themes on mental health.

Case Study

Prachi, aged 21years, diagnosed with Learning Disability completed her Std.XII (NIOS), in the year 2016. She has enrolled for her Bachelor's degree in Arts. She has been in therapy for almost 5 years. This case highlights the girl's resilience; constantly fighting all odds with a low self esteem, poor body image to constant arguments between her parents leading to a disruption in her routine. Very often she still gives up by stating she needs to supplement her family income and her studies were not important. Her family is extremely uncooperative and unsupportive as part of the support system available to the girl. Thereby, she was sent to stay in a temporary home a few years earlier to be able to concentrate and groom her personality better. However, she choose to come back home as she was finding it difficult to adjust there. She is irregular in the therapy process. The entire counseling process is to strengthen her coping skills and to equip her with support system outside her family to enable her in her day-to-day living.

Ms Farzeen Faroodi

Consultant Psychotherapist & Counsellor



Community Intervention

As defined by the Planning Commission, “Community Development is an attempt to bring about a social and economic transformation of village life through the efforts of the people themselves”. Empowering local communities and strengthening the capacity of people through a combined effort by the community members brings both outward and inward grace to the society.

Every year, FSC partners with some of the leading organisations and work towards making communities a better place to be. Some of our partners in development are Wide Horizon, USA, Iris and Max Romer, Germany, Chance of Life, Germany and CIAI, Italy. This year, as we complete 21 years of Community Interventions, we emphasized on experiential teaching and overall development.



Health Programs:

Family Service Centre has a dedicated team of community health workers (CHW) who have been selected from within the community itself. While some have not received any formal education they have a zeal to work for the development of their communities. The workers are provided ongoing monthly instructions at the agency and attend an annual capacity building camp organized for their benefit to enhance their abilities and skills. One CHW was motivated to prepare supplementary food for our Balwadi children from which she is now able to earn additional income. Five of the CHWs are also active members of the Self Help Group (SHG) and work towards addressing relevant issues pertaining to their community.

Community Health Program:

- Data collection enables FSC to gain insight about demographics, health profile and need of the community. Thus regular door to door visits are conducted by CHWs and Social workers across communities
- Our intervention in the slum communities of Azad Nagar, Sunder Nagar, Sudam Zopadi, Jamshedji Bunder, Dariya Nagar and BMC Chawl in Colaba covered a population of roughly 7654 and in Ambedkar Nagar of the Cuffe Parade slum community, a population of roughly 5000.
- During the year, 187 lane meetings were conducted using IES materials on Anamia, gynaecological problems, immunizations, nutrition, lifestyle and others diseases, cancer, garbage disposal and so on.
- Coordinated with Health providers and other networks to refer clients for their needs
- Networked with an organization, the Inner Wheel Club of Salcette Island and conducted a free Medical camp at our community centre in Colaba. A team of specialists including Dental, ENT and General Physicians from Surya Hospital, Mumbai as well as one from Gujarat was invited. They all conducted medical checkups for the children and distributed free medication. There were 38 children identified with dental problems, 15 ENT, 23 of malnutrition, 12 ophthalmological and 2 for speech therapy. A total of 525 children benefitted from the 2 day medical camp
- Assisted community members with preparing their proof of identity. During the year, 46 people received their PAN and Aadhar cards.



TB Project:

During the year, FSC reached out to 123 TB patients for 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. By collaborating with the local Public Health Centre (PHC) we work with the patients who attend the clinic creating awareness through counselling, meetings and home visits. They are provided with information on the illness, how to prevent it from further spreading especially among family members, which is a common problem, completing the entire course of their treatment, the importance of adequate nutrition, maintaining hygiene and the like.

Intervention With Women

Anti Natal Care / Post Natal Care (ANC/PNC) Program:

- 88 women benefited through the year across the communities.
- Provided protein rich supplements.
- Significant weight gain noticed in mother and baby's birth weight.
- Initiated assessing Haemoglobin levels among mothers. This was conducted twice each during the ANC and PNC phases.
- During the year around 45 meetings were conducted using Palvi module. Topics covered included Mother and child care, importance of adequate nutrition and a balanced diet, adequate spacing between children, immunisations, breast feeding, personal hygiene, birth registration and the like.
- All the ANC mothers actively took part in 'Haldikumkum' program along with Self Help Group women.



Self Help Group (SHG) Program:

- Presently there are 6 groups consisting of 70 women across the Colaba and Cuffe Parade communities.
- This year an additional SHG was formed of mothers of the children enrolled into our Balwadi Project .
- International Women's Day and 'HaldiKumKum' program were celebrated with active participation from the SHG and other community women.
- A special focus on savings, maintaining details of expenses, bank accounts, loans and capacity building
- To promote group bonding, FSC organized a capacity building camp and 38 women attended.



Intervention With Children

Balwadi:

- Community Children in the age group of 2.5 to 3.5 years are admitted to the Balwadi. This year 41 children benefitted from the Colaba and Ambedkar Nagar, Cuffe Parade Balwadis. Of these, 21 children secured admission in formal school after Balwadi, the others are still young. This year we introduced "Appreciation cards" with a report on the child's performance, as a record for them studying in Pre-School.
- Children were provided with supplementary nutrition and their weight was regularly monitored. It was observed that, most of them gained weight.

- Emphasis on experiential teaching and overall development through celebration of important national days; Independence and Republic Day and festival celebrations such as Krishna Jayanti, Ganesh festival, Gandhi Jayanti, Diwali, Children's Day, Eid, Christmas, and New Year, Holi, Markar Sankrant, GudiPadva as well as exposure visits and programs.
- The planned curriculum was followed during the year. Various games were often conducted to make the syllabus more interesting. Children were shown audio- visuals on cleanliness, good and bad habits, and an exposure to clay, 'different shapes' and 'finger printing' activities.
- Meetings with parents were conducted twice a month with topics such as immunization, importance of birth certificate, seasonal health diseases, child abuse and safety, developing a positive environment at home and the like. Individual counseling was provided by the social worker to the parents as and when required.
- In the span of 6 months, assessment of children was conducted and regularly monitored by the social worker.



Balmandal:

Community Children in the age group 5 years to 17 years comprise the Balmandal group. This year 84 children from Colaba and Ambedkar Nagar participated. The programs conducted were:

- Raksha Bandhan celebrations by tying of 'Rakhi' - attended by 68 children.
- Friendship Day together with Independence Day celebrations, 89 attended.
- Basics in chocolate and cake making - attended by 77 children.
- Antarang session on Skill training - attended by 31 children.
- Diwali Dhamaka camp - attended by 170 children .
- Winter Camp - attended by 155 children.
- Monsoon Fun, conducted in collaboration with Smilz organization. It was a fun filled activity session to welcome the much-awaited monsoon. The children were involved in 'creating' the monsoon scene in art form. They were engrossed for almost 2 hours in the activity.
- 'Let's Read': United Way, the organizers of the Mumbai Marathon invited sponsored and non-sponsored children to participate in the 'Let's Read' event held at Bandra on 22nd June 2017. Nine students took part in the event, a program that encourages reading and narrating stories. The children received books and stationary as gifts from the organizers.
- Summer camp-67 children participated in the Summer Camp. The children were involved in craft activity, fancy dress, recreational games and science activity.
- Adolescent girls were imparted information to make them aware about their body image and emotional changes.



The objective behind these programs was to instill in children the self-confidence, discipline and sense of responsibility towards their family and society.

Study Class:

- The purpose of having the Study Class is as at their home, most of the children do not have a place to study peacefully or with guidance. Hence, through these centres, children get the necessary space and guidance.
- This year, 47 children attended. Of these, 38 children showed improvement in their academic performance and most of the children passed with good marks.
- Additional study inputs were provided with the use of peer support methodology. Nutrition supplements were also provided.
- All the Study Class students actively participated in sports and other camps activities along with our Balmandal children

Case Study

Seema has been in contact with Family Service Centre through our Sponsorship Program since 2011. She initially approached us for assistance as the combined income of herself and her husband was unstable and they were facing challenges in managing the household and educational expense of the children.

The family consist of four members, husband, Raju, 40 years old, working at the nearby docks; Seema, 33, also working at the docks and their two children - elder daughter, Pooja, 18, presently in our sponsorship program and studying for her Bachelor's in Science degree, (B.Sc.) from Elphinstone College and a younger son Vikas, 16 years old, also studying at the same college and recently appeared for the Std. XII examinations.



Seema

In the course of Seema's periodic visits to our agency along with her daughter for collecting the sponsorship assistance and during counseling sessions we learned of her needs, desires and potential to improve herself and her family. Hence, we encouraged her to enroll into our 'Self Help Group' (SHG) Project in the year 2012. Through her involvement in this project, there have been marked positive changes observed in her personality. She has learned to manage finances, express her opinion on community issues, develop leadership qualities and gain self-confidence. Also, she has actively participated in activities which were conducted with their slum community such as tailoring, housekeeping & training in cooking at the TAJ Hotel, English speaking session organized by FSC and she also upgraded her knowledge regarding various topics related to family and community development.

Along with dock work having learned tailoring with great interest, she is now sewing eco-friendly bags with the use of scrap cloth material and denims and is also part of the cloth Duster Making project run by FSC in collaboration with TAJ Wellington & Mews.

She is extremely hard working and energetic, keen to upgrade herself. As part of the SHG project, last year she along with her group of women started a flour mill business. Six members got together and purchased a flour grinding machine worth Rs. 14000/- the cost of which they are paying to the dealer in monthly installments (EMI). They can pay the entire cost of the machine within 15 weeks. Presently they are using their earnings towards repayment.

The entire team works by dividing their roles namely marketing, grinding the material and providing delivery service to their customers. All of the women are extremely happy with their initiative. Seema shared that, "We started this business as we wanted to start something by ourselves. So, we discussed and thought of making 'Papad' or 'Masala', but as that requires a lot of space, we decided on the flour mill". They charge Rs. 6 for 1 kg of grinding. In this machine they grind rice, wheat, pulses and pearl millet.

Over the years, there has been great improvement seen in Seema and her family. Together with her positive spirit towards life, both her children are also focused in their career. Seema wants both her son and daughter to complete their Master's degree in Science. Both parents work hard to ensure there is no obstacle in their children's education.

During the RCH visits, social workers and community health workers came across a lot of youth who were unemployed, or college students who were irregular. Some of them also faced prosecution for minor offenses. Most were involved in activities like stealing and being under the influence of alcohol, eve teasing and general misbehavior.

Over time involving many individual meetings, groups meeting, meeting with family members and friends we were able to not only motivate them to give up their misdealing but were also able to influence them to channel their energy into productivity. Five such youth experienced such a change after undergoing Skill Training introduced through networking by FSC. Currently all 5 of them are placed in well earning jobs. They no longer are victim's of substance abuse or negative company and have become responsible citizens by helping their families financially and are well on the way to building a secure future for themselves.



SHG group Ekta, was successfully functioning with the support of FSC since five years. As the group of women had accumulated their daily saving, they had decided to break the savings and collectively invest them under the Government SHG scheme. Until now their SHG was functioning without the formal structure of a nationalized bank. With the groups' decision to formalize the financial transaction, they grew confident about themselves and trust in each other to move forward. This has been achieved by the constant guidance of FSC; to grow and evolve, by building a strong bond and faithfulness towards each other and a common will to gain financial independence and to tackle common issues as a group.

Through the Government SHG scheme, in future, they will be able to undertake various course or take loans at very nominal rates. Not only the women, but their children too can avail of this facility for courses such as tailoring, hotel management, beautician or others.



Project Uttan

Our outreach work in Uttan, located in the Thane district of Maharashtra, is largely confined to the fishing community in the villages of Navi Khadi, BhotodiBunder, Bhatebunder villages and Manori Pada. The community project which began in the year 2009, was started keeping in view the holistic development of the child and family. Till date, FSC has successfully implemented the Balwadi, Balmandal, Family Health Program, ANC/PNC program, Educational Sponsorship, Vocational Training and Counselling.

Programs

Balwadi:

- A total of 30 children enrolled this year in our Balwadi. The syllabus included alphabets, numbers, names of fruits, vegetables, animals, flowers, birds, colours, shapes, days of the weeks, months of the year and so on. Children were periodically assessed with regular monitoring by the social worker. Nutrition was provided daily.
- As parents play a vital role in nurturing their child, emphasis is given towards parenting. They were made part of the process, as frequent meetings were held with the parents conducted by the para professional and social worker to ensure that they are equally involved in their children's education. Topics at the meeting included health and hygiene, nutrition, seasonal diseases, parenting skill, coastal clean up and garbage disposal, saving, stress management, sharing of their child's assessment, preparation for formal school admission and so on. Social worker had provided individual counselling to the parents, if required.
- We celebrated festivals with children like Raksha Bandhan, EID, Diwali and Christmas to provide them with a sense of national integrity and love for all religions. For exposure visits, they were taken to the nearby Garden, Ganesh Mandal and Church. Other activities conducted were working with clay, 'different shapes', Family Day, Sports Day for children and parents.



Balmandal:

There are presently a total 6 groups, consisting of 127 children from Navi Khadi, Bhotodi Bunder, Bhatebunder villages and Manori Pada. Weekly meetings are conducted with the children on value education, self on self (I am special, I am unique, I am boss of my body, feelings, safe/unsafe), session on exam preparation, child rights, first aid and TB using different types of methods like storytelling, free play, book reading, play and more.

Various programs for children such as Family Day, Raksha Bandhan involving tying of 'rakhi' to Police personnel, Capacity development, Friendship Day, Ganpati Pandal Visit and Summer and Winter Camp were organised. During these camps the activities that were taken up are flip flap card making, flower making, drawing and handwriting competition, indoor and outdoor games and debate completion on system of sanitization. The children participated well in all the activities.

Let's Read: United Way, organizers of the Mumbai Marathon invited sponsored and non-sponsored children to participate in the Let's Read event held at a school in Bandra on 22nd June 2017. Nine students, including some from Uttan took part in the event that included a program that encourages reading stories, telling or narrating stories. The children received books and stationery from the organizers.

We are grateful to **Toy bank** for providing toys free of cost for our children in the Balwadi and Balmandal. Their volunteer too visits our centre monthly and conducts different activities for the children.



Educational Sponsorship:

While the educational sponsorship program has been limited in Uttan, this year we were able to provide much needed assistance to 55 children. Supervision related to the academic progress of the children is done by the social worker. The children in the program and their parents are now also included in the various programs conducted at our centre.

School Intervention Program:

As part of our School Intervention Program, this year, FSC in consultation with the school authorities, conducted sessions on value education at St. Joseph High School, Uttan with the students of Stds. VIII and IX. On the occasion of 'Women's Day', the school faculty invited us to speak at their assembly on the topic of Women, with a focus on showing respect and empowerment. So also, the St. Joseph's Junior College faculty invited FSC to address the N.S.S. students on similar lines. The sessions were well received with positive interaction and was well appreciated by all.

In the course of the year, we were referred 11 cases by the school teachers which were on adolescent behaviour issues like disobedience, disturbing the class and poor academic performance.. Our intervention included individual counselling sessions with the students concerned as well as meeting with their parents when the situation arose.



ANC / PNC:

This year, a total of 60 women benefited from the project. As part of the program, our para professional visited ANC/PNC mothers daily for distribution of nutrition supplements as well as provide individual and family counselling to the families.

Once a month joint meeting were held to educate mothers on topics like family planning, water borne diseases, health and nutrition, importance of breast feeding, preparation for delivery, complication during pregnancy, immunisation and illnesses like Hepatitis B.

We networked with Hinduja Hospital and Uttan PHC for conducting a medical camp in the community. For the ANC/PNC mothers, factors attended to included haemoglobin count, weight check up, exercise and nutrition during pregnancy, to name a few.



Reproductive child health

The social worker and para professionals conducted lane meetings with women in the community. The topics covered during the meetings were child sexual abuse, water borne diseases, importance of education, cleanliness and expenses during the marriage.

Pre Marriage Group

There are 2 pre marriage groups which consist of 24 girls at Bhatebunder community. The meetings conducted with girls were based on relationship, handling emotions, sexuality, and tobacco and alcohol addiction. We also had a debate on high expenses during marriage as in the local tradition, expenses mount owing to customs involving distributing clothes, sweets, and other items to relatives and close friends.

As an outcome of this discussion, 2 girls who were to get married in a few days, conveyed it to their parents and took a stand, not to spend unnecessarily on the marriage and not distribute clothes to relatives and serve alcohol on their wedding day.



Program for Newly Married Couples:

At our program organised for newly married couples, Fr. Leslie Malya, Director of Mukti Sagar Prabodhan Kendra, Uttan was invited to conduct the session. He spoke on building a healthy relationship with their partner, love and respect, trusting each other, forgiveness, importance of family bonding, financial support and so on. The program was well appreciated and 15 couples participated.



Family Counselling:

This year 9 cases for counselling were referred to us by the parish priest of Our Lady of Sea Church, Uttan. Of the 9 cases, 4 were related to marital disharmony, 2 on adult pre-marriage issues, 1 on relationship problem with in-laws and 2 on relationship problem with neighbours. Following our intervention involving individual, couple and family counselling, 3 cases which were on relationship problem with husband and wife are ongoing, whereas the other cases have been resolved and settled amicably.



Tailoring Unit:

In total, 27 girls benefited from the tailoring project. Most of whom are either studying in college or are home makers. Thrice a week they come for the 2 hour training. Besides their tailoring class, the para professional and social worker conduct informative sessions with the girls on time management, sexuality and saving.

Most of the girls are using their tailoring skills and have started earning by stitching clothes at their home.



Other Programs organised included:

- Family Day: On 26th January 2018, Family Day was celebrated at our Uttan centre. All the beneficiaries from FSC participated in this program. Students who were successful at the SSC and HSC examinations were felicitated and a 'Best Student' award was presented from among our Balmandal and Sponsorship students. So also, we felicitated a family, as 'Best Family' for following all the inputs given and were regular for programs and meetings. And finally, an award for a woman from our ANC/PNC project who was regular and followed all the inputs and delivered a healthy baby.
- Coastal Cleanup: FSC networked with Mira Bhayandar Mahanagarपालिका, community corporators and the people of the community to conduct the Annual Coastal clean up drive in Uttan Navikhadi and Bhotodi Bandar area. There were over 250 people who participated in this drive.
- Women's Day: We celebrated Women's Day at Uttan. All women gathered together at Bhatebundar and different recreational games were held. Around 115 women participated in this program.
- Medical Camp: FSC networked with P.D.Hinduja College and Spark Foundation to organize a medical camp. A team of nurses from Hinduja Nursing College had come and conducted a health check up for our Balwadi and Balmandal children, ANC and PNC women and others in the community, BP & HB check up, weight & height check up, and gave information on health nutrition and explained low cost recipes.
- Vocational training: - There were 6 youth referred to Kotak Mahindra for vocational training. Among them 3 secured jobs and others are pursuing further education. Over the year, it has been observed that the youth who have benefited from the training are motivating others for the same, and they too enrol directly for the program.



Case Study

Ms. Priya, a 34 year old women was pregnant the second time and registered under our ANC/PNC program. Her first child is a slow learner so she was worried that the second one will also be born with the same problem and she was thus depressed. At every visit she shared her fears and refused to go to the hospital for her regular check up. So the Para professional explained that if her first child is born with a problem, it is not necessary that the second child will also have the same problem. She then took Priya to visit with another family whose first child is a slow learner, whereas second child is normal. Priya cleared all her doubts with that family. After speaking with them, Priya finally visited the hospital and completed all her tests. The Para professional continued counselling her to have a positive attitude towards life. Priya has delivered a healthy baby boy and now she is very happy and nurturing her children very well.

Mr and Mrs. Patil got married 5 years ago and were staying with Mr.Patil's in a joint family setup. Mr. Patil is a single parent child and has one sister who is not married and also stays with them. Mr. Patil works as a fisherman and Mrs. Patil sells the fish. After a few months of marriage, Mr. Patil's mother and sister said that they were not happy with Mrs. Patil and did not want her to live in their house; only if Mr. Patil separated from his wife he could stay in the house. He did not agree. The couple went to the village Panchayat for a solution but did not get a good response. They were then referred to FSC by the parish priest where in the social worker and para professional interacted with them. FSC then conducted a joint meeting with the couple, Mr. Patil's mother and sister as well as the parish priest. During the meeting it was decided that as Mr. Patil has a right on the property, the mother has to give a part of the property to Mr. Patil so he could build a new house and stay separately. The mother and sister agreed to this decision. Mr. and Mrs. Patil were also happy with this decision. Within 2 months they built a small house and started living separately. There is now peace in the family.

Kalpesh is 10 years old, studying in 5th std. at Gyansadhana High School. He stays with his parents and siblings in Manori. His father works as a casual labourer and mother works at the dock, segregating the fish. Kalpesh is a member of our Balmandal group and is regular for all the meetings and programs. During the meeting, the social worker observed that he looked very weak, so the social worker visited his house and met his mother. On meeting her she learned that Kalpesh has a left side PUJ obstruction problem and the doctor suggested an operation. But the operation was costly and out of their budget at a private hospital they had consulted with. The social worker then suggested they visit the nearby government hospital or Shatabdi Hospital at Kandivali. At the hospital, the doctor examined him and referred him to Nair Hospital at Bombay Central. The family was still worried about the expenses. The social worker motivated them to talk to the doctor and explain their family's condition. Kalpesh's parents discussed the matter with the doctor and in the month of March 2018, Kalpesh was operated in Nair Hospital, free of cost. Now Kalpesh is doing well and has also gained some weight.



Kalpesh

Sahara, aged 14 yrs stays at Bhatebundar Community along with her parents. Her father works as a driver and on weekends her mother sells dry fish; but her work is not regular. Her parents try their best to provide a good education to their children. Sahara is our sponsored student as well as a member of our Balmandal group. She studies in the 8th std. and wanted to join private tutorials but her parents were not able to pay the fees. They tried to convey this to her but she did not listen to them. Her mother met our social worker and informed her about the same. During the sponsorship payments, the social worker counselled her on her behaviour and made her realise that the parents' income is limited and they were doing their best to meet her educational need. She also gave her inputs on studies like, preparing a study time table, planning of each subjects, listing out chapters to have a tab on how much portion has been covered. Every month the social worker followed up with Sahara. Over a period of time, Sahara followed all the inputs and realised how her parents struggle for her education; she started studying well. She even secured a first rank in the class. Sahara and her parents are very happy with her progress



Sahara

Tata Mumbai Marathon

The Tata Mumbai Marathon, TMM 2018 organized by United Way of Mumbai is one of the largest philanthropic sporting events in the country. Every year over 42,00 runners participate in this event, including international athletes, Indian athletes, amateur runners, senior citizens and the differently-abled runners. Held on the third Sunday of January every year, TMM also sees many celebrities participating in the event and helping raise funds for a variety of causes across the country. Over the last 13 years of the marathon, more than 400 NGOs have benefited with over INR 162 crores.



This year, our Committee member, Ms. Anisha Johri along with her son Adhiraj, who ran in the Half Marathon Category, once again raised a very generous amount of Rs. 15,70,965/-. We are ever so grateful for their unfailing efforts year after year to raise funds for Family Service Centre.

We are also grateful to Mr. Stefan Matull an avid Marathon runner known to one of our well wishers, participated in this year's marathon to raise funds for our centre.



Vocational And Skill Training Program

Training youth with employable skills is what lacks in our community. FSC has taken an initiative to be a link between individuals seeking skill development and institutions providing training and job opportunities. As part of our Vocational and Skill Training Program, we have been able to encourage homemakers and youth improve their skills and knowledge on various courses. Programs such as Housekeeping and Cooking Training Courses by the Taj Group of Hotels, Bracelet Making, English Speaking, Quelling and Envelope Making with the students of Nirmala Niketan were organized to make the women more confident and practice the skill they love, and turn it into a business idea.

An overview:

- Through our community intervention, we identified the needs of women and children, and accordingly motivated them to be a part of various projects. As most of the women were homemakers, we encouraged them to enrol in various trainings to improve their skill and knowledge like Housekeeping and Cooking training course organised by Taj Group of Hotels. 16 women completed the course with a certification. Three of them then started their own small catering business and were very happy as now they were able to contribute towards their household expenses.
- By seeing the women's response for skill development, we initiated two additional vocational courses, bracelet making and sewing cloth bags. Women were selected for learning the art of making braids with a possibility of earning from the finished product. Secondly, as many women from the community have tailoring skills, we motivated them to make eco-friendly bags from old clothes.
- We coordinated with the Nirmala Niketan College of Home Science and students from the institute as part of their field work training, taught a group of 15 women at our community centre to make decorative envelopes using the art of quelling.
- 16 women attended an English Speaking course and shared that it has given them confidence, more so as some tried successfully to communicate with their children's school teacher in English. So also, student social workers were given a group of 21 children and for 15 days they took sessions on Spoken English. This in turn helped the children in their academics.
- Resumed the 'Duster Making program with the Taj Wellington Mews after a gap of 2 years; 6 women with tailoring skill are presently in the program and earn a living in this way.



FSC Team

The Director, 8 Program Officers, 3 Para professionals, 4 Health Workers and 4 Teachers (Balwadi, Study Class and Tailoring) and 2 Administrative Staff, with the support of the managing committee constitute the FSC Team at Colaba and Uttan. Ms. Farzeen Faroodi is a Consultant Psychotherapist and Counsellor.

Apart from on the job training it is important to upgrade and update our skills from time to time to perform at the optimum level.

Following are the workshops, meetings, seminars and events attended by the Director and staff of FSC.



- DWCD meeting at Worli office - 28/04/2017
- Pune Meeting (SARA) - 22/08/2017, 15/01/2018, 23/02/2018
- Conducted Adoption Promotion Workshop at SION hospital - 25/09/2017
- FAA General Body Meeting - 26/09/2017
- Adoption Promotion Workshop -- 13/10/2017
- Art Workshop - All FSC Members- 12/01/2018
- Session on Superstition All Staff - 16/04/2018
- NGO Round Table Workshop on "Nursery Schools" - 30/11/2017 (Conducted by MESCO)
- Pune Meeting (SARA) _ CARA Regulations
- Meeting with all networking NGO to discuss women issues, organized by Majlis - 11/05/2018

- Preparation for "Jan Sunvayi" - A Public Hearing - 10/11/2017
- DWCD office Meeting for BSY - 04/07/2017, 07/07/2017, 22/08/2017
- Meeting at Shradhashram Mahilashram regarding Adoption & BSY - 10/08/2017
- J.J. Act 2015, Registration meeting at DWCD - 08/01/2018
- David Sasoon at Matunga (BSY Meetings) - 28/02/2018
- United Way Mumbai, 'Lets Read' Event organized for children.
- Personality Development Camp Networking with Counselor on 25/04/2018
- Majlis Meeting regarding Women's Day Planning.



Students For Field Work Placement

College of Social Work, Nirmala Niketan, Mumbai

Ms. Cresencia Tete	BSW I
Ms. Pranoti Rajendra Dharankar	BSW I
Ms. Ayusha Bhajanka	BSW I
Ms. Sapana Parshuram Padir	BSW II
Ms. Rehita Leslie Lopes	MSW I

Hesso University, Switzerland - Exchange program organised by Nirmala Niketan

Ms. Christina Shamini Luisier	BSW II
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Tata Institute of Social Science (TISS), Mumbai

N. Tracy Kharkamni	MSW I
Mr. Gajraj Singh Solankee	MSW I
Ms. Aditi Gautam	MSW II
Ms. Anusha Joshy	MSW II
Ms. Labanya Ghosh	ODCL
Vibhu Rakesh	ODCL

SNDT University, Mumbai

Ms. Nikita Chandrakant Misal	MSW II
Ms. Madhura Milind Arjunwadkar	MSW II

Maharaja Sayajirao University, Vadodara, Gujarat

Ms. Khyati Bhavsar	Masters in Human Development and Family Studies (Second Year)
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College of Home Science, Nirmala Niketan, Mumbai,

Nidhi Dedhia	T.Y.B.Sc. -Community Resource Management
Amatullah Motiwala	as above
Alefiya Qasim	as above
Alefiya Patanwala	as above

Visitors To FSC

Date	Name
April 2017	Ms. Aanchal Gupta, Ms. Charmi Parekh, Ms. Anushree Agarwal, Ms. Priyanka Agarwal, Inner Wheel Club of Salcette Island, Mumbai
May 2017	Visit by Faculty and 9 students of Marywood University, U.S.A, in collaboration with TISS IRO, Mumbai
June 2017	Mr. Sanjay Narayan Satam, Mumbai
June 2017	Ms. Kavita Fulton and Family, USA
July 2017	Mr. Dnyaneshwar Tarwade, Credibility Alliance, New Delhi
July 2017	Mr. Shekhar Maliye and Family
August 2017	Mr. Ashok Mirchandani
August 2017	Ms. Sarita Patel, Germany
August 2017	Ms. Sharmista Patel, Mumbai
September 2017	Ms. Sneha Mishra, Mumbai



Date	Name
September 2017	CWC Member, Mr. Shyam Mestri, Mumbai
October 2017	Ms. Eileen Minnucci, WHFC U.S.A
October 2017	Ms. Sherry Yezdani, Mr. Nikhil, Antarang Foundation, Mumbai, Ms. Sara Dansareau
November 2017	Mr. Vijay Mavani, U.K.
November 2017	Mr. John A. Steinau, Germany
November 2017	Mr. S.F. Pardesi, Dist. Office, District Women's
December 2017	Ms. Lavina Ramnani, Ms. Asha Rani Gupta and family
January 2018	Mr. Sanjeev Singh - Bank of Baroda, Fort Branch, Mumbai
January 2018	Four officials from Deputy Commissioner's Office, Women and Child Development, Nasik Division
February 2018	Ms. Sonali Patankar, Ms. Priyanka Mohnot Ahaan Foundation, Mumbai
February 2018	Ms. Rita Steinau, Ms. Lisa Overmeyer and Ms. Claudia Schaefer, Chance of Life, Germany
February 2018	Ms. Gina Parekh, Singapore
March 2018	Mr. Chandrakant Sardagod, Akhil Bharatiya Andhashradha Nirmulan, Mumbai



Expression of Gratitude

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

Project Funds

Wide Horizons For Children Inc, U.S.A. Sponsorship and Community	Rs. 24,40,341.00	
United Way of Mumbai Funds raised at Tata Mumbai Marathon 2018	Rs. 15,70,965.00	
Chance of Life, Germany Sponsorship and Community and Project Uttan	Rs. 15,13,200.00	
Italian Association for Aid to Children (CIAI) Sponsorship and Community	Rs. 6,20,840.93	
Iris and Max Roemer, Germany Educational Sponsorship and Balwadi Project at Uttan	Rs. 2,98,941.00	
Bal Sangopan Yojana The Commissionerate of Women and Child Development, Government of Maharashtra	Rs. 2,00,000.00	

Donors

Up to Rs.5000.00

- Ms. Yamini R. Jhala
- M/s.Rasiklal Hiralal and Co.
- M/s. Pranav Steel Corporation
- Ms. Rachel Picardo
- M/s. Esskay Steel Corporation
- Ms. Kaumudini Mehta
- Mr. Ashish Ghiya
- Ms. Bharti Mehta
- Ms. Susan Raymond
- Ms. Kalindi Muzumdar
- Ms. Rosaline Rozaria
- Ms. Nisha Shewalkhramani
- Mr. Shivam Krish Bajaj
- Mr. Dev Gupta
- Ms. Meher Deboo

Rs.5001 to Rs.10,000.00

- Mr.Adrit Mishra
- Ms. Julie Lenkiewicz
- Ms. Pupsha Jhangiani
- Ms. Purnima Mirchandani
- Ms. Kiran Nair
- Mr.Scott James Fulton and S. Vasudeva
- Mr.T.R.K. Moorthy
- Ms. Sara Dansareau

Rs.10,001.00 to Rs.20,000.00

- M/s. Life Line Pharma
- Citizen Credit Co-Operative Bank Ltd.
- Mr. Vijay Mavani
- Ms. Rekha Solomon
- Mr. Narendra Palan Savala
- Ms. Shalini Gupta
- Mr. Terence G. Cardoz
- Ms. Varsha Kevalram

Rs.20,001.00 to Rs.50,000.00

- Mr. V.J. Gupta
- Ms. Ahana Kotibhaskar
- Dr. Rekha Ambegaonkar
- Inner Wheel Club of Salcette Island
- Ms. Sangita Rajesh Gala
- Mr. Sunil Rohakale

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

- Laxman Kumar Birla Charitable Trust

Above 1,00,000.00

- Dr. Anju Goel via Spence Chapin Services

Donation raised by Ms. Nisha Srinivas at her Bharatanatyam Arangetram

Up to Rs.5,000.00

- Mr. Lawrence Delprincipe
- Mr. Nilakantan Viswanathan
- Mr. Kadaba R. Lakshmikummar
- Mr. Devang Dinesh Joshi
- Mr. Joe Kubieck
- Mr. Ramaseshan Silai
- Mr. Siva Surapaneni
- Ms. Sushila Pereira
- Mr. M.K. Ramasubramanian
- Ms. Sudha Mani
- Mr. Mahesh Swaminathan
- Ms. Erin A. Steinlight
- Mr. Sarangarajan Ramaswamy
- Ms. Parvathy Rajagopalan
- Mr. Prasad Ramnath
- Ms. Padmavathy R. Nair



Rs.5,001.00 to Rs.10,000.00

- Ms. Kalyani Balasubramanian
- Jaipoe LLC
- Satish Ramakrishna Living Trust
- Mr. Richard Szczepzniak
- Mr. Karishnamoorthy Subramaniam
- Mr. Alexander Makaron
- Mr. Augusto Accorsi
- Ms. Laura Lee Proctor
- Ms. S. Greenberg
- Mr. Siddhartha Ghosh
- Ms. Anuradha Maddali

Rs.10,001.00 to Rs.20,000.00

- Mr.Venkateshwaran Raja
- Mr. David Brown

Rs.20,001.00 to Rs.1,00,000.00

- Mr. T. R. Sundaram

Total amount Rs.2,32,771.50

Sponsors

Rs.5,001.00 to Rs.10,000.00

- Dr.Brigitt Courault
- Dr. Hartmut Goldstein
- Ms. Pamela Schaecher, AMAYA
- Ms. Tina Bhatia
- Ms. Sarita Patel
- Ms. Ayusha Bhajanka
- M/s Patel Brothers
- Ms. Shirin Bharucha
- Ms. Sharon Ester Almeida

Rs.10,001.00 to Rs.20,000.00

- Ms. Vera Merwanji
- Dr. Kulwinder Singh Dua
- Mr. Kiran Kamath
- Mr. Darryl Athaide
- Mr. Hubert D'souza Memorial Fund
- Ms. Laxmi J. Pardeshi
- Mr. Rahul and Ms. Gauri Pradhan
- Mr. Gautam Broota
- Ms. Pamela Schaecher

Rs.20,001.00 to Rs.50,000.00

- Mr. Rahul Johri
- Mr. Nitin Bhoir - The Alchemist
- Mr. Pheeroz Virani

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

- Dr. Sarat Donepudi
- Mr. Biren Kapadia
- Inner Wheel Club of Salsette Island
- Ms. Frida Svensson
- Dr. Geeta Balakrishnan
- M/s. Life Line Pharma

Donation In Kind

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

Taj Group of Hotels and Palace	Taj Wellington Mews	Ms. Sangeeta Rajesh Gala
Ms. Salomi Ghiya	Ms. Diya Nair	Mr. Mansukhani
Ms. Danica Dias	Mr. Alphonso	Mr. Tripesh Gupta
Mr. Ashwin Patel	Ms. Rachana Jain	Ms. Nitya Peerbhoy
Ms. Sarita Patel	Ms. Aditi Guha	Ms. Meera Sarkar
Ms. Ruchi Vahi	Ms. Jaya Nathani	Ms. Samita Shah
Ms. Samita Shah	Mr. Suhail Shaikh	Mr. N.V. Mer
Ms. Platima Fernandes	Ms. Amrita Singh	Ms. Roshni Kapadia
Ms. Abigail Godinho	Mr. Amit Ratanpal	Ms. Uma Zaveri
Ms. Anshu M.	Ms. Benaaz Engineer	Ms. Vidhi Shah
Ms. Rekha Solmaraj	Ms. Celen D'Silva	Ms. Mili
Mr. Mohammed Muzrohi Obaid	Ms. Sumitra Char	Mr. Shekhar Maliya and Family
Mr. Laukik Bagave	Ms. Anupriya Shah	Dr. Nilima Mehta
Ms. Katy Jokhi	Mr. Percy Ghaswala	Mr. Vijay Sakpal
Ms. Pooja Somani	Mr. Xavier Menzes	Ms. F.A. Faroodi
Ms. Minoo Johhi	Ms. Ranjana Patel	Ms. Tanya
Ms. Ruchika Ballal	Dr. Sandhya Rathod	Ms. Inspector
Mr. Vinod Malad	Ms. Shalini Gupta	Ms. Rekha Soloman
Ms. Vidya Iyer	Mr. John Bosco	Bank of Baroda



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
BMC Education Department	Janabai and Madavrao Rokade High School, Masjid Bunder	Colaba Primary and Secondary School, (Eng., Hindi, Marathi)
Dnyansadhana School, Uttan	Garden School, Colaba	Campion School, Colaba
St. Joseph High School, Colaba	Kendriya Vidyalaya, Navy Nagar	Our Lady of Dolours, Marine Lines
Holy Name High School, Colaba	St. Sebastian Goan High School, Marine Lines	Elphinstone School, CST
Little Flower School, Marine Lines	Ushadevi Waghe School, Colaba	Anjuman Islam School, CST

Adoption And Foster Care Support System

Dept. of Women & Child Development, Govt. of Maharashtra	Adv. Rakesh Kapoor and Company, Advocates	Child Welfare Committee, (CWC) Mumbai and Thane
District Women and Child Development, DWCD, Mumbai and Nasik	High Court and City Civil Court, Mumbai	Federation of Adoption Agencies, Mumbai (FAA)
Central Adoption Resource Agency (CARA), N. Delhi	District Child Protection Unit (DCPU)	Ms. Suman Saini Wadala TT Police station
State Adoption Resource Agency (SARA), Pune	Special Juvenile Police Unit (SJPU), Mumbai	Nestle India Limited M/s F. P. Manekia
Child Welfare Committee (CWC), Mumbai	Foster Mothers, Ms. Sunita Dalvi, Ms. Fatima Ansari, Ms. Varsha Kevelramani Patel, Ms. Geetanjali Rohokale, Ms. Sangita Rajesh Gala, Dr. Rekha Ambegaonkar Ms. Shalini Gupta	SOFOSH, Pune
SAKAR, Aurangabad	Indian Council of Social Welfare (ICSW)	Vatsalya Trust, Alibaug
Shishu Bal Griha, Jaipur	Bal Vikas, Mumbai	International Adoption for Family and Child Welfare, Italy
MSWC, Asha Sadan Umerkhadi	DWCD, Telangana Indore, M.P.	St. Francis Sevadham, M.P.
Ashirwad Adoption Centre, Nagpur	Bharatiya Samaj Seva Kendra, Pune and Aurangabad	New Energy Bahuddeshiya Sanstha, Nagpur
Janhit Vikas Samiti, Nawada, Bihar	Matru Chaya, Goa	DCPO, Gaziabad, U.P.

Health Sector

Dr Rahul Verma	PHC – Colaba, Masjid Bundar & Uttan	Bhaba Hospital
Dr Ashish Pathrikar	Dr. Dhara Bangera(Clinial 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. NeepaThackar	St. George Hospital	Amin Pathology
Dr.Mukesh Sanclcha	KEM Hospital	Hinduja Nursing School
Shatabdi Hospital	Surya Hospital	Bombay Hospital
Dr.Neeru Vithalani	Chatrapati Shivaji Maharaj Hospital, Kalwa	Dr. Durgesh Arror (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, Colaba	MuktiSagar 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
Antarang Foundation	WinHome, Mumbai, Kalyan	Sharan
Dilasa,V.N.Desai Hospital Dr.Baba Saheb Hospital	Sukhshanti,Mumbai	HumsafarTrust
AkhilBharitya Andhashraddha Nirmulan	SNEHA, Sion, Kalwa	Aahaan Foundation

Public And Private Sector

Brihan Mumbai Municipal Corporation, (BMC)	Mira Bhayander Mahanagarpalika	Credibility Alliance
Colaba, Cuffe Parade, Gorai, Uttan & Mira-Bhayandar Police Stations	Taj Group of Palace & Hotels Taj Wellington Mews	Bank of Baroda, Bank of India, Citizen Credit Co-operativeBank Ltd.
Malavni, Trombay and Telangana Police Stations	Sakal , Mahanagar ,The Inquilab, Newspapers	Rotract Club of H. R. College
AISEC, Mumbai	Vignette Solutions	Nasscom Foundation
Skyline Advertisers	Kirti Printers	Unik Printers
Arihant Computer Systems	Ganesh Garments	Shanti Sagar Resort

Individual

Fr Hillary Fernandes, Mukti Sagar Kendra, Uttan	Mr. Gavin D'Souza, C.A.	Mr. Rakesh Kapoor, Advocate
Fr. John Lopes, Principal, Holy Name High School	Fr Micheal D'Souza, Our Lady of Perpetual Succour, Manori	Fr Leslie Malya, Mukti Sagar Kendra, Uttan
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., Uttan	Fr. Peter D'cunha, Parish Priest, Our Lady of the Sea Church, Uttan	Ms. Neesha Patil, Ms. Sharmila Gondoli, Mr. Elia Bandy, Uttan Corporation
Mr. Bhavin Pandya, Skyline Advertisers	Ms. Anissa Rodrigues, Ms. Vineesha Chelani, Ms. Shalini Jonas, Taj Grp of Hotels, HR Dept.	Ms. Minira Ansari, Kotak Mahindra Foundation
Ms. Bhuvaneshwari Chivukula	Ms. Shalika Sharma, Taj Wellington Mews	Ms. Rajeshree, Superintendent, Sukhshanti

Credibility Alliance

"Credibility Alliance is a consortium of Voluntary Organisations which accredits organization based on their good governance and transparency in work, thereby enhancing their legitimacy. Our accreditation with Credibility Alliance expired in 2017 and has now been renewed with the validity period from the year 2017-2022.

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	-	6	6
5,000 - 10,000	-	2	2
10,000 - 25,000	1	9	10
25,000 - 50,000	-	3	3
50,000 - 1,00,000	-	1	1
Total	1	21	22

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	73	M	Archbishop of Bombay	President, Ex-officio member	Nil	N.A.	-
Dr. Gracy Fernandes	67	F	Superior, DHM, Nirmala Niketan Institute	Vice President, Ex-officio member	Nil	N.A.	-
Dr. Geeta Balakrishnan	61	F	Retd. Principal, College of Social Work, Nirmala Niketan	Chairperson	Nil	N.A.	-
Mr. Percy Ghaswala	56	M	Founder Trustee, Ghaswala Vision Foundation	Hon. Secretary	Nil	N.A.	-
Dr. Frederick Jacob de Souza	75	M	Advocate & Management Consultant	Hon. Treasurer	Nil	N.A.	-
Dr. Nilima Mehta	64	F	Professor & Child Protection Consultant	Member	Nil	N.A.	-
Dr. Lidwin Dias	50	F	Principal, College of Social Work, Nirmala Niketan	Ex-officio member	Nil	N.A.	-
Ms. Kalindi Muzumdar	83	F	Retd. V.Principal, College of Social Work, Nirmala Niketan	Member	Nil	N.A.	-
Ms. Jennifer Talwalkar	78	F	R.S.C.N. (London)	Member	Nil	N.A.	-
Ms. Anisha Johri	40	F	Partner, Decorage & Associate, Interior Designer	Member	Nil	N.A.	-
Fr. Emmanuel K.T.	47	M	Archbishop House	Member	Nil	N.A.	-
Dr. Rahul Verma	52	M	Pediatrician	Member	Nil	N.A.	-
Dr. Vasant Talwalkar	80	M	Paediatric Surgeon (Retd.)	Member	Nil	N.A.	-
Fr. Harold Vaz	66	M	Rector, Holy Name Cathedral	Member	Nil	N.A.	-
Ms. Nirmala Fernandes	56	F	Director	Ex-officio-member	Below Rs.10,00,000/- 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.



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 2018

AMOUNT	FUNDS & LIABILITIES	AMOUNT	AMOUNT	PROPERTY & ASSETS	AMOUNT
24,793,664.25	TRUST FUNDS OR CORPUS	26,985,656.75	22,556,482.59	CASH AND BANK BALANCES	26,708,503.82
4,168,802.45	CURRENT LIABILITIES	6,362,624.15	5,624,115.10	INVESTMENTS	5,682,495.07
			290,550.51	FIXED ASSETS	272,723.51
			491,318.50	OTHER ASSETS	684,558.50
28,962,466.70		33,348,280.90	28,962,466.70		33,348,280.90

INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31st MARCH 2018

AMOUNT	EXPENDITURE	AMOUNT	AMOUNT	PROPERTY & ASSETS	AMOUNT
1,348,646.77	ESTABLISHMENT Exp EXPENDITURE ON:	1,973,282.76	6,955,838.12 94,749.00	DONATIONS RECEIVED TRAINING PROGRAMME FEES	5,909,922.72 151,938.00
4,297,473.92	CHARITABLE OBJECTS	3,584,872.09			
791,783.18	EDUCATIONAL OBJECTS	1,119,771.46	1,606,304.71	INTEREST AND DIVIDENDS RECD	2,138,476.53
51,272.00	DEPRECIATION ON FIXED ASSETS	48,126.00			
2,167,715.96	SURPLUS CARRIED TO BALANCE SHEET	2,191,992.50			
8,656,891.83		8,918,044.81	8,656,891.83		8,918,044.81

As per our even date

For: FAMILY SERVICE CENTRE

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

Sd/-	sd/-	sd/-	sd/-	sd/-
Mr. G. C. D'Souza	Dr. Geeta Balakrishnan	Mr. Percy Ghaswala	Dr. Frederick J. de Souza	Ms. Nirmala Fernades
	Chairperson	Secretary	Treasurer	Director

G. C. D'SOUZA & CO.

Chartered Accountants

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

The Members
Family Service Center
Mumbai 400 001

We have audited the attached Balance Sheet of Family Service Center as on 31st. March 2018 and the Income and Expenditure Account for the year ended on that date and a summary of the significant accounting policies and other explanatory information.

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

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

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

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

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

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

We report that

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

In the case of the Balance Sheet, of the state of affairs of the trust as on 31st. March 2018

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

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

**(G.C. D'SOUZA)
PROPRIETOR.**

Mumbai: August 2018



Family Service Centre

Member of Credibility Alliance

Registered under the Bombay Public Trust Act 1950,
Vide No. F-425 (Bom.) Dated 20 June 1955
Donations to the Family Service Centre are exempted from
Income Tax under Section 80(G) of the I.T. Act 1961.