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| Id | ZmY4MDgwODE3NGJmOTJmMTAxNzUxYWRkNTcwNzMwMDU%3D |
| Title | 台州市文明行为促进条例 |
| Office | 台州市人民代表大会 |
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| Url | ./detail2.html?ZmY4MDgwODE3NGJmOTJmMTAxNzUxYWRkNTcwNzMwMDU%3D |
| Translated\_content | Regulations on Promoting Civilized Behavior in Taizhou  (Passed by the Fifth Session of the Fifth People's Congress of Taizhou on April 27, 2020, and approved by the 22nd Session of the Standing Committee of the 13th People's Congress of Zhejiang Province on July 31, 2020)  Chapter 1 General Provisions  Article 1 In order to guide and regulate citizen behavior, enhance citizens' civilized quality and social civilization level, and cultivate and practice the core socialist values, these regulations are formulated according to relevant laws and regulations, combined with the actual situation of the city. Article 2 The promotion of civilized behavior within the administrative region of this city shall apply to these regulations. Article 3 The work of promoting civilized behavior adheres to the principles of Party leadership, government promotion, social co-construction, public participation, people-oriented approach, and a combination of rewards and punishments. Article 4 The Spiritual Civilization Construction Committee of the city and county (city, district) shall uniformly lead the work of promoting civilized behavior within this administrative region. The relevant working institutions for spiritual civilization construction at the municipal and county (city, district) levels shall be responsible for promoting civilized behavior within this administrative region and shall perform the following duties: (1) Formulate relevant plans and programs for promoting civilized behavior; (2) Guide and coordinate relevant units to carry out work promoting civilized behavior; (3) Supervise and inspect the implementation of work promoting civilized behavior; (4) Regularly evaluate and report on the implementation of these regulations. Article 5 The people's government of the city and county (city, district) shall incorporate the work of promoting civilized behavior into the national economic and social development plan, with necessary funds included in the fiscal budget. Relevant departments of the people's government of the city and county (city, district), township (town) people's governments, and street offices shall, according to their respective responsibilities, improve work mechanisms, enhance collaboration and coordination, and effectively promote civilized behavior. Village (community) residents' committees shall strengthen the publicity and guidance of civilized behavior and assist in doing a good job in promoting civilized behavior. Article 6: Government agencies, enterprises and institutions, social organizations, and citizens should leverage their respective advantages and actively participate in promoting civilized behavior. National staff, educators, medical workers, service window staff, and public figures should set an example in the promotion of civilized behavior.  Chapter 2: Civilized Norms  Article 7: Citizens should be patriotic, dedicated, honest, and friendly, abide by laws and regulations, uphold etiquette and virtue, respect public order and good customs, and comply with citizen agreements and other relevant civilized norms. Article 8: Citizens should observe the following norms of civilized public order: 1. Observe public etiquette, dress neatly and appropriately, behave and speak civilized, avoid loud noises, cover the mouth and nose when coughing or sneezing, and wear a mask correctly when suffering from respiratory illnesses such as colds; 2. Queue orderly for services, enter and exit elevators in sequence, and keep to the right when using stairs; 3. Raise pets in a civilized manner; when taking dogs out, provide safety measures such as leashes, be led by a person with full civil capacity while being mindful to avoid others, and clean up dog waste immediately; 4. Do not hang or stack items that obstruct public appearance or pose safety hazards outside balconies, windows, roofs, platforms, walkways, or other spaces of buildings, and do not throw items out from inside buildings; 5. When organizing gatherings, commercial exhibitions, square dancing, entertainment, and other activities in public places, do not exceed the prescribed noise standards that disturb the surrounding living environment; 6. Promote customs and practices in weddings and funerals; conduct civilized memorials without extravagance; refrain from feudal superstitions; do not engage in funeral activities or burn incense and paper money in public places that disrupt public appearance; 7. Do not violate laws, regulations, and relevant state and provincial provisions by illegally hunting, trading, transporting, or consuming wild animals; 8. Other norms of civilized behavior in public order. Article 9: Citizens should comply with the following norms of civilized traffic order: 1. Motorists must yield to pedestrians as required, reduce speed when passing through waterlogged areas, and use low beam lights during night driving or on well-lit roads; 2. When driving a motor vehicle, do not park, change lanes, weave through traffic, or cut in line arbitrarily; do not use a phone while holding it in hand, and do not honk in areas or sections where honking is prohibited; 3. Motor vehicles must be parked according to the directional signs of the parking spaces; 4. Electric bicycle riders and passengers must wear safety helmets properly, must not enter motor vehicle lanes or sidewalks contrary to regulations, must not drive in the opposite direction, and non-motor vehicles should be parked in an orderly manner. （五）不得以摆放物品、安装地锁、设置路障等方式妨碍道路公共停车泊位的使用； （六）乘坐公共交通工具有序上下，主动为老、弱、病、残、孕、幼和怀抱婴儿乘客让座，不得妨碍驾驶员安全驾驶； （七）行人通过路口或者横过道路时，不得浏览手机等电子设备、嬉闹、停留，不得跨越、倚坐道路隔离设施； （八）驾驶或者乘坐机动车，不得向车外抛撒物品； （九）其他交通秩序文明行为规范。 第十条 公民应当遵守下列公共环境文明行为规范： （一）控制吸烟，不得在机关事业单位、学校、医院、商场、星级宾馆、文化体育场馆的室内公共场所以及电梯、公共交通工具和法律、法规、规章规定的其他禁止吸烟的场所吸烟，相关经营管理单位对吸烟行为应当予以劝阻、制止； （二）绿色消费，节约粮食、水、电等资源，不铺张浪费； （三）文明用餐，倡导分餐、“光盘”，使用公筷公勺； （四）爱护环境卫生，自觉做好垃圾分类，不得随地吐痰、便溺，不得乱扔果皮、烟蒂、塑料袋等废弃物，不得乱倒垃圾、污水、粪便； （五）爱护公共设施，文明使用公共厕所、母婴室等便利设施，不得在建（构）筑物和树木、电杆、户外管线或者其他户外设施上任意刻画、涂写、张贴广告，不侵占盲道和无障碍通道； （六）不得违反规定燃放烟花爆竹； （七）其他公共环境文明行为规范。 第十一条 公民应当遵守下列社区文明行为规范： （一）邻里之间团结友爱，和睦相处，互帮互助，构建和谐人际关系； （二）合理使用社区公共空间部位、设施设备，不得在楼梯、公共走道等共用部位堆放杂物； （三）有序停放机动车辆，不得妨碍其他车辆、人员通行，不得占用、堵塞安全出口、消防车通道、消防登高场地； （四）爱护花草树木，不得占用、损坏公共绿地，不得在公共绿地上种植蔬菜； （五）装修房屋应当控制噪声、粉尘，合理安排施工时间，不妨碍社区环境和他人生活； （六）其他社区文明行为规范。 Article 12: Civilized tourism, respecting local customs, cultural traditions, and religious beliefs, caring for cultural relics and scenic environment and facilities, and refraining from arbitrary carving and painting. Article 13: Civilized internet use, maintaining a healthy online environment, and not fabricating, spreading, or disseminating false, vulgar, and sensational information. Article 14: Adhering to professional ethics and business ethics, being diligent and dedicated, performing duties faithfully, operating with integrity, and not infringing on the legitimate rights and interests of consumers. Article 15: Building a civilized family, promoting virtues such as respecting the elderly and loving the young, gender equality, harmonious marriage, and frugality in household management, and cultivating a good family style. Article 16: Administrative law enforcement personnel should show their credentials during enforcement, be civil in language, appropriate in methods, and enforce the law in a lawful, fair, standardized, and civilized manner. Article 17: Encourage the following behaviors:  (1) Charitable activities such as assisting the elderly, rescuing orphans, helping the disabled, alleviating poverty, providing disaster relief, caring for special groups, etc;  (2) Acts of bravery;  (3) Emergency scene rescue;  (4) Volunteer service activities;  (5) Voluntary blood donation, voluntary donation of hematopoietic stem cells, corpses, and human organs (tissues);  (6) Other behaviors beneficial to social civilization.  Chapter Three: Guarantee Measures  Article 18: Municipal and county (city, district) people's governments and relevant departments and institutions for spiritual civilization construction should implement the following supportive measures:  (1) Formulate reward and care policies for moral models, excellent volunteers, brave individuals, and other civilized figures;  (2) Organize first aid knowledge training for the public;  (3) Promote the lawful establishment of various volunteer service organizations, support the operation and management of volunteer services, establish and improve the registration, record evaluation, and guarantee incentive systems for volunteer organizations and volunteers;  (4) Formulate encouragement and guidance measures for behaviors such as voluntary blood donation and donation of hematopoietic stem cells, corpses, and human organs (tissues), support the establishment of relevant public welfare organizations, and facilitate donation channels. Article 19 The people's governments of municipalities and counties (cities, districts) and relevant departments shall scientifically plan and reasonably lay out, and construct and improve the following facilities:  (1) Municipal facilities such as crosswalks, overpasses, underground passages, parking spaces, public toilets, etc.;  (2) Barrier-free facilities such as blind paths, barrier-free passageways, barrier-free toilets, etc.;  (3) Sanitation facilities such as garbage classification, disposal, collection, transportation, etc.;  (4) Other facilities related to promoting civilized behavior. Article 20 Public transportation means and public places such as stations, passenger terminals, medical institutions should set up caring seats. Public places with dense crowds should be equipped with third bathrooms and independent mother-baby rooms as per regulations. Encourage units and villages (residential communities) with conditions to establish public service points to provide convenient services for those in need; encourage street-facing units to open toilets to the public for free. Article 21 Institutions working on spiritual civilization construction and relevant units shall actively carry out publicity and education activities for civilized behavior, creating a good atmosphere to encourage and promote civilized behavior. Media such as newspapers, broadcasts, television, and the internet should actively promote civilized behavior norms, publish public service advertisements, spread advanced cases, and strengthen public opinion guidance. Advertising facilities in public places and advertising media in public transportation means should publish public service advertisements according to regulations, strengthening the promotion of civilized behavior. Article 22 State organs, enterprises and institutions, and social organizations should incorporate civilized behavior training into the onboarding training and job training of their units. Various educational institutions such as schools and kindergartens should incorporate civilized behavior education into teaching content, cultivate civilized habits, and establish a civilized atmosphere. Fully leverage the role of grassroots public cultural facilities such as village (community) cultural auditoriums in promoting, guiding, and educating about civilized behavior. Article 23 Encourage village (community) committees, homeowners' committees, and industry associations to include content related to civilized behavior into village regulations, resident agreements, management regulations, and industry association charters, guiding members to comply together. Article 24 Any unit or individual has the right to propose opinions and suggestions on the promotion of civilized behavior, dissuade and report uncivilized behavior, and complain or report to relevant departments for not performing their duties in promoting civilized behavior.  The people's government of municipalities and counties (cities, districts) shall rely on a unified government consulting complaint reporting platform to establish a mechanism for handling complaints and reports of uncivilized behavior. After the government consulting complaint platform accepts complaints and reports, it shall promptly transfer them to relevant departments for processing according to departmental responsibilities. Relevant departments shall handle and inform the complainant and reporter of the processing results in a timely manner according to the law, and keep confidentiality for the complainant and reporter. Article 25 Municipalities and counties (cities, districts) shall establish exposure platforms for uncivilized behavior, organized and implemented by the spiritual civilization construction work institutions of municipalities and counties (cities, districts) in conjunction with relevant departments.  For uncivilized behavior that violates these regulations and is subject to administrative penalties, if the circumstances are serious and the social impact is adverse, appropriate measures may be taken to expose it within a suitable scope and timeframe. Article 26 Encourage the establishment of a points reward system for civilized behavior, awarding points for citizens who are commended, participate in charity and public welfare, volunteer services, and other civilized behaviors, which can also be recorded in personal credit information files.  Chapter Four: Legal Responsibilities  Article 27: Those who violate the provisions of this regulation, if legal responsibilities are already stipulated by laws and regulations, shall be dealt with according to those stipulations. Article 28: Those who violate the provisions of Article 8, Paragraph 3 of this regulation, and carry dogs out of their homes in urban or town built-up areas without taking safety measures such as leashes, shall be ordered to correct their behavior by the comprehensive administrative law enforcement department, and may be fined between 100 and 500 yuan. Article 29: Those who violate the provisions of Article 8, Paragraph 4 of this regulation, and throw objects from buildings, shall be ordered to correct their behavior by the comprehensive administrative law enforcement department, and may be fined between 50 and 500 yuan. Article 30: Those who violate the provisions of Article 9, Paragraph 1 of this regulation, and drive a motor vehicle through flooded sections of the road without slowing down, affecting the safety of other vehicles or pedestrians, shall be fined between 20 and 200 yuan by the traffic management department of the public security organ. Article 31: Those who violate the provisions of Article 9, Paragraph 7 of this regulation, and browse mobile phones or other electronic devices, or play, linger when crossing intersections or roads, affecting the passage of other vehicles or pedestrians, shall be warned by the traffic management department of the public security organ, or fined between 5 and 50 yuan. Article 32: Those who violate the provisions of Article 10, Paragraph 1 of this regulation, and smoke in indoor public places such as government agencies, schools, hospitals, shopping malls, star-rated hotels, cultural and sports venues, as well as elevators and public transport, shall be ordered to correct their behavior by the health department and may be fined between 50 and 200 yuan. If the relevant operational management units do not advise, stop, or inadequately advise against smoking violations, they shall be warned by the health department and fined between 500 and 5000 yuan; if the internet service business units fail to stop smoking behavior in their establishments, they will be punished by the public security organ and cultural administrative department in accordance with the 'Regulations on the Management of Internet Service Venues.' Article 33: Those who violate the provisions of Article 11, Paragraph 3 of this regulation, and park motor vehicles in residential communities, obstructing the passage of other vehicles or personnel, and do not correct their behavior after being advised by property service personnel, shall be ordered to correct their behavior by the comprehensive administrative law enforcement department and may be fined 50 yuan. Article 34: If a fine is to be imposed for violating this regulation, the violator may apply to the administrative department for participation in social service, and upon approval by the relevant department and completion of the corresponding social service, the fine may be lawfully reduced, mitigated, or not imposed. The specific measures for social service shall be formulated by the municipal people's government. Article 35: If relevant supervisory departments and their staff violate the provisions of this regulation, abuse their powers, engage in favoritism, or neglect their duties, the authorized organs shall impose penalties according to their management authority on the directly responsible supervisors and other directly responsible personnel.  Chapter Five: Supplementary Provisions  Article 36: This regulation shall come into effect on October 1, 2020. |
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## All Five Concepts

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| --- | --- |
| Key | Value |
| one\_integrating\_law\_morality |  |
| two\_party\_committee\_leadership | 文明行为促进工作坚持党委领导、政府推进、社会共建、全民参与、以人为本、奖惩结合的原则。 |
| two\_b\_spiritual\_civ\_committee\_leadership | 市、县（市、区）精神文明建设委员会统一领导本行政区域内的文明行为促进工作。 |
| three\_exemplify\_moral\_behavior | 国家工作人员、教育工作者、医务工作者、服务窗口工作人员、社会公众人物等应当在文明行为促进工作中发挥表率作用。 |
| four\_whole\_society\_promote\_civilised\_behavior |  |
| four\_b\_social\_institutions\_promote\_civilised\_behavior | 机关企事业单位、社会组织、公民应当发挥各自优势，积极参与文明行为促进工作。 |
| five\_promote\_coconstruction\_cogovernance |  |

## Content

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台州市文明行为促进条例

（2020年4月27日台州市第五届人民代表大会第五次会议通过 2020年7月31日浙江省第十三届人民代表大会常务委员会第二十二次会议批准）

第一章 总则

第一条 为了引导和规范公民行为，提升公民文明素质和社会文明水平，培育和践行社会主义核心价值观，根据有关法律、法规，结合本市实际，制定本条例。

　　第二条 本市行政区域内的文明行为促进工作，适用本条例。

第三条 文明行为促进工作坚持党委领导、政府推进、社会共建、全民参与、以人为本、奖惩结合的原则。

第四条 市、县（市、区）精神文明建设委员会统一领导本行政区域内的文明行为促进工作。

　　市、县（市、区）精神文明建设工作机构具体负责本行政区域内的文明行为促进工作，履行下列职责：

　　（一）制定文明行为促进工作相关规划和计划；

　　（二）指导、协调相关单位开展文明行为促进工作；

　　（三）督促、检查文明行为促进工作落实情况；

　　（四）定期评估和通报本条例的实施情况。

第五条 市、县（市、区）人民政府应当将文明行为促进工作纳入国民经济和社会发展规划，所需经费列入财政预算。

　　市、县（市、区）人民政府有关部门、乡（镇）人民政府、街道办事处按照各自职责，健全工作机制，加强协作配合，做好文明行为促进工作。

　　村（居）民委员会应当加强对文明行为的宣传和引导，协助做好文明行为促进工作。

第六条 机关企事业单位、社会组织、公民应当发挥各自优势，积极参与文明行为促进工作。

　　国家工作人员、教育工作者、医务工作者、服务窗口工作人员、社会公众人物等应当在文明行为促进工作中发挥表率作用。

第二章 文明规范

第七条 公民应当爱国、敬业、诚信、友善，遵纪守法，明礼尚德，尊重公序良俗，遵守市民公约以及其他有关文明规范。

第八条 公民应当遵守下列公共秩序文明行为规范：

　　（一）遵守公共礼仪，着装整洁得体，言行举止文明，不大声喧哗，咳嗽、打喷嚏遮住口鼻，患有感冒等呼吸系统疾病时正确佩戴口罩；

　　（二）等候服务依次排队，使用电梯先出后进，上下楼梯靠右行走；

　　（三）文明饲养宠物，携带犬只出户应当采取束牵引带等安全措施，由具有完全民事行为能力人牵领并注意避让他人，即时清理犬只粪便；

　　（四）不得在建筑物的阳台外、窗外、屋顶、平台、外走廊等空间吊挂或者堆放有碍市容、危及安全的物品，不得从建（构）筑物内向外抛撒物品；

　　（五）在公共场所组织集会、商业展销、广场舞、娱乐等活动时，不得超过规定标准排放噪声，干扰周围生活环境；

　　（六）移风易俗，文明婚丧，文明祭扫，不大操大办，不搞封建迷信，不得在公共场所从事影响市容的殡仪和焚烧香烛、纸钱等祭祀活动；

　　（七）不得违反法律、法规和国家、省有关规定，非法猎捕、交易、运输、食用野生动物；

　　（八）其他公共秩序文明行为规范。

第九条 公民应当遵守下列交通秩序文明行为规范：

　　（一）驾驶机动车按照规定礼让行人，行经积水路段减速慢行，夜间会车或者在路灯照明良好路段行驶应当使用近光灯；

　　（二）驾驶机动车时，不得随意停车、变道、穿插、加塞，不得以手持方式使用电话，不得在禁止鸣喇叭的区域或者路段鸣喇叭；

（三）机动车按照停车泊位的标识方向停放；

（四）电动自行车驾驶人和乘坐人员应当正确佩戴安全头盔，不得违反规定进入机动车道、人行道行驶，不得逆向行驶，非机动车停放应当规范有序；

　　（五）不得以摆放物品、安装地锁、设置路障等方式妨碍道路公共停车泊位的使用；

　　（六）乘坐公共交通工具有序上下，主动为老、弱、病、残、孕、幼和怀抱婴儿乘客让座，不得妨碍驾驶员安全驾驶；

　　（七）行人通过路口或者横过道路时，不得浏览手机等电子设备、嬉闹、停留，不得跨越、倚坐道路隔离设施；

　　（八）驾驶或者乘坐机动车，不得向车外抛撒物品；

　　（九）其他交通秩序文明行为规范。

第十条 公民应当遵守下列公共环境文明行为规范：

　　（一）控制吸烟，不得在机关事业单位、学校、医院、商场、星级宾馆、文化体育场馆的室内公共场所以及电梯、公共交通工具和法律、法规、规章规定的其他禁止吸烟的场所吸烟，相关经营管理单位对吸烟行为应当予以劝阻、制止；

　　（二）绿色消费，节约粮食、水、电等资源，不铺张浪费；

　　（三）文明用餐，倡导分餐、“光盘”，使用公筷公勺；

　　（四）爱护环境卫生，自觉做好垃圾分类，不得随地吐痰、便溺，不得乱扔果皮、烟蒂、塑料袋等废弃物，不得乱倒垃圾、污水、粪便；

　　（五）爱护公共设施，文明使用公共厕所、母婴室等便利设施，不得在建（构）筑物和树木、电杆、户外管线或者其他户外设施上任意刻画、涂写、张贴广告，不侵占盲道和无障碍通道；

　　（六）不得违反规定燃放烟花爆竹；

　　（七）其他公共环境文明行为规范。

第十一条 公民应当遵守下列社区文明行为规范：

　　（一）邻里之间团结友爱，和睦相处，互帮互助，构建和谐人际关系；

　　（二）合理使用社区公共空间部位、设施设备，不得在楼梯、公共走道等共用部位堆放杂物；

　　（三）有序停放机动车辆，不得妨碍其他车辆、人员通行，不得占用、堵塞安全出口、消防车通道、消防登高场地；

　　（四）爱护花草树木，不得占用、损坏公共绿地，不得在公共绿地上种植蔬菜；

　　（五）装修房屋应当控制噪声、粉尘，合理安排施工时间，不妨碍社区环境和他人生活；

　　（六）其他社区文明行为规范。

第十二条 文明旅游，尊重当地风俗习惯、文化传统和宗教信仰，爱护文物古迹和景区环境、设施，不乱刻乱画。

第十三条 文明上网，维护健康网络环境，不编造、散布或者传播虚假、低级媚俗等信息。

第十四条 遵循职业道德和商业道德，勤勉敬业，恪尽职守，诚信经营，不侵害消费者合法权益。

第十五条 建设文明家庭，弘扬尊老爱幼、男女平等、夫妻和睦、勤俭持家的家庭美德，培育良好家风。

第十六条 行政执法人员在执法过程中应当出示证件，语言文明，方式得当，做到依法、公正、规范、文明。

第十七条 鼓励下列行为：

　　（一）扶老、救孤、助残、济困、赈灾、优抚、助学、医疗救助和关爱特殊群体等慈善公益活动；

（二）见义勇为；

　　（三）紧急现场救护；

（四）志愿服务活动；

（五）无偿献血，自愿捐献造血干细胞、遗体、人体器官（组织）；

　　（六）其他有益于社会文明的行为。

第三章 保障措施

第十八条 市、县（市、区）人民政府及有关部门、精神文明建设工作机构应当实施以下鼓励支持措施：

　　（一）制定道德模范、优秀志愿者、见义勇为个人等文明人物的奖励和关爱政策；

　　（二）组织面向大众的急救知识培训；

　　（三）推动依法设立各类志愿服务组织，支持志愿服务运营管理，建立完善志愿服务组织和志愿者的注册、记录评价以及保障激励制度；

　　（四）制定对无偿献血和捐献造血干细胞、遗体、人体器官（组织）等行为的鼓励引导措施，支持建立相关公益组织，畅通捐献渠道。

第十九条 市、县（市、区）人民政府及有关部门应当科学规划、合理布局，建设完善下列设备设施：

　　（一）人行横道、过街天桥、地下通道、停车泊位、公共厕所等市政设施；

　　（二）盲道、无障碍通道、无障碍厕所等无障碍设施；

　　（三）垃圾分类投放、收集、运输、处置等环卫设施；

　　（四）其他与文明行为促进有关的设备设施。

　　第二十条 公共交通工具和车站、客运码头、医疗机构等公共场所应当设置爱心座椅。

　　人员密集的公共场所应当按照规定配备第三卫生间、独立母婴室。

　　鼓励有条件的单位、村（居）设立公益服务点，为有需要的人员提供便利服务；鼓励沿街单位向社会免费开放厕所。

第二十一条 精神文明建设工作机构、有关单位应当积极开展文明行为宣传教育活动，营造鼓励和促进文明行为的良好氛围。

　　报刊、广播、电视、网络等媒体应当积极宣传文明行为规范，刊播公益广告，传播先进事例，加强舆论引导。

　　公共场所的广告设施和公共交通工具等广告媒介应当按照规定刊播公益广告，加强文明行为宣传。

第二十二条 国家机关、企事业单位和社会组织应当将文明行为培训纳入本单位入职培训、岗位培训内容。

　　学校、幼儿园等各类教育机构应当将文明行为教育纳入教学内容，培养文明习惯，树立文明风气。

　　充分发挥村（居）文化礼堂等基层公共文化设施在文明行为宣传引导、教育培训中的作用。

第二十三条 鼓励村（居）民委员会、业主委员会、行业协会按照规定程序将文明行为相关内容纳入村规民约、居民公约、管理规约和行业协会章程，引导成员共同遵守。

第二十四条 任何单位和个人有权对文明行为促进工作提出意见和建议，对不文明行为进行劝阻、举报，对相关部门不履行文明行为促进工作职责予以投诉、举报。

　　市、县（市、区）人民政府应当依托统一政务咨询投诉举报平台，建立不文明行为投诉、举报处理工作机制。政务咨询投诉平台受理投诉、举报后，应当按照部门职责分工及时移交有关部门处理。有关部门应当依法及时处理和告知投诉人、举报人处理结果，并为投诉人、举报人保密。

第二十五条 市、县（市、区）设立不文明行为曝光平台，由市、县（市、区）精神文明建设工作机构会同相关部门组织实施。

　　对违反本条例规定并受到行政处罚的不文明行为，情节严重、社会影响恶劣的，可以采取适当方式在适当范围和时限内予以曝光。

第二十六条 鼓励建立文明行为积分奖励制度，将公民受到表彰、参加慈善公益、志愿服务等文明行为进行积分奖励，并可以录入个人信用信息档案。

第四章 法律责任

第二十七条 违反本条例规定的行为，法律、法规已有法律责任规定的，从其规定。

第二十八条 违反本条例第八条第三项规定，在城市、镇建成区内携带犬只出户未采取束牵引带等安全措施的，由综合行政执法部门责令改正，可以处一百元以上五百元以下罚款。

第二十九条 违反本条例第八条第四项规定，从建（构）筑物内向外抛撒物品的，由综合行政执法部门责令改正，可以处五十元以上五百元以下罚款。

第三十条 违反本条例第九条第一项规定，驾驶机动车行经积水路段未减速慢行，影响其他车辆或者行人安全的，由公安机关交通管理部门处二十元以上二百元以下罚款。

第三十一条 违反本条例第九条第七项规定，行人通过路口或者横过道路时浏览手机等电子设备、嬉闹、停留，影响其他车辆或者行人通行的，由公安机关交通管理部门给予警告，或者处五元以上五十元以下罚款。

第三十二条 违反本条例第十条第一项规定，在机关事业单位、学校、医院、商场、星级宾馆、文化体育场馆的室内公共场所以及电梯、公共交通工具吸烟的，由卫生健康部门责令改正，处五十元以上二百元以下罚款。

　　前款规定的相关经营管理单位对违反规定的吸烟行为不予劝阻、制止或劝阻不力的，由卫生健康部门给予警告，处五百元以上五千元以下罚款；其中互联网上网服务营业场所经营单位对其营业场所内的吸烟行为不予制止的，由公安机关、文化行政部门依照《互联网上网服务营业场所管理条例》的规定予以处罚。

第三十三条 违反本条例第十一条第三项规定，在住宅小区内停放机动车妨碍其他车辆或者人员通行，经物业服务人员劝阻后仍不改正的，由综合行政执法部门责令改正，可以处五十元罚款。

第三十四条 因违反本条例规定，应当受到罚款处罚的，违法行为人可以向行政主管部门申请参加社会服务，经相关部门同意并完成相应社会服务的，可以依法从轻、减轻或者不予罚款处罚。

　　社会服务的具体办法，由市人民政府制定。

第三十五条 相关主管部门及其工作人员违反本条例规定，滥用职权、徇私舞弊、玩忽职守的，由有权机关按照管理权限对直接负责的主管人员和其他直接责任人员，依法给予处分。

第五章 附则

　　第三十六条 本条例自2020年10月1日起施行。