|  |  |
| --- | --- |
|  |  |
| Id | ZmY4MDgwODE3MzZiYjE5ZDAxNzM2ZjBkOTk3ZDAxODk%3D |
| Title | 哈尔滨市文明行为促进条例 |
| Office | 哈尔滨市人民代表大会常务委员会 |
| Publish | 2019-12-24 00:00:00 |
| Expiry | 2020-03-01 00:00:00 |
| Type | 地方性法规 |
| Status | 1 |
| Url | ./detail2.html?ZmY4MDgwODE3MzZiYjE5ZDAxNzM2ZjBkOTk3ZDAxODk%3D |
| Translated\_content | Harbin City Civility Promotion Regulations  (Approved on October 30, 2019, by the 26th Meeting of the Standing Committee of the 15th People's Congress of Harbin City; endorsed at the 15th Meeting of the Standing Committee of the 13th People's Congress of Heilongjiang Province on December 18, 2019)  Chapter One General Principles  Article 1 In order to cultivate and practice the core values of socialism, guide and standardize civil behavior, and enhance citizens' civil literacy and social civility level, these regulations are formulated based on relevant laws and regulations and combined with local practical conditions. Article 2 These regulations apply to the promotion of civil behavior within the administrative area of the city. Civil behavior as referred to in these regulations means actions that comply with laws and regulations, meet the requirements of socialist morality, reflect the core values of socialism, maintain public order and good customs, lead social trends, and promote social progress. Article 3 The promotion of civil behavior should adhere to the leadership of the party committee, implementation by the government, co-construction by society, and participation by all citizens. It should combine the rule of law with moral governance, emphasize the cultivation of behavior, and reward and punish simultaneously, creating an open, inclusive, fashionable, vibrant, honest, and dedicated urban image. Article 4 The Municipal and County (City) Spiritual Civilization Construction Guidance Committee shall uniformly lead and coordinate the promotion of civil behavior. The working bodies of the Municipal and County (City) Spiritual Civilization Construction Guidance Committee are specifically responsible for the planning, guidance, and coordination of the civil behavior promotion work. Article 5 The Municipal and County (City) People's Governments shall incorporate the promotion of civil behavior into the national economic and social development planning and allocate the necessary funds in their respective fiscal budgets. Relevant departments of the Municipal and County (City) People's Governments should carry out the promotion of civil behavior according to their responsibilities. Street offices and township people's governments should include the promotion of civil behavior in their work agenda, promoting grassroots civilization construction. Residents' committees and villagers' committees should assist relevant units in carrying out the promotion of civil behavior. Article 6 A joint conference system for civil behavior promotion work shall be established, with the working bodies of the Municipal and County (City) Spiritual Civilization Construction Guidance Committee regularly convening joint meetings to study and draft related policies and coordinate and resolve major issues. Article 7 The promotion of civil behavior is a common responsibility of the entire society. Organizations and individuals should actively participate in the promotion of civil behavior. Civilized units at all levels, state personnel, representatives of the National People's Congress, members of the Chinese People's Political Consultative Conference, advanced role models, public figures, educators, etc., should play a leading and exemplary role in the promotion of civil behavior.  Chapter Two: Norms and Encouragement  Article 8: Citizens should promote the traditional virtues of the Chinese nation, observe social ethics, strictly adhere to professional ethics, uphold family virtues, enhance personal morality, and strengthen the awareness of social responsibility, rule awareness, integrity awareness, and dedication awareness. Promote the spirit of the Northeast Anti-Japanese United Army, the spirit of the Great Northern Wilderness, the spirit of Daqing, and the spirit of the Iron Man, inheriting the heroic model spirit of loyalty, perseverance, and simplicity. Article 9: Citizens should maintain public order and observe the following behavioral norms: (1) Observe public etiquette in public places, dress appropriately, do not go bare-chested, do not make noise, do not speak loudly on the phone, and do not play sound from electronic devices openly; (2) Use public facilities reasonably and do not lie down on public seats; (3) Wait for services in line, exit and enter elevators in order, and walk on the right side when using escalators and stairs; (4) When watching cultural performances or sports competitions, respect the performers and competitors, observe the order of the venue, and comply with on-site management; (5) When holding outdoor activities such as square dancing, use the space, facilities, and sound equipment reasonably, adhere to the regulations on noise pollution prevention in social life, do not disturb others' normal lives, and do not use sound equipment in residential areas from 22:00 to 06:00 the next day; (6) Other behaviors that maintain public order. Article 10: Citizens should maintain the city's appearance and public environmental hygiene, observing the following behavioral norms: (1) Maintain city cleanliness, timely clear snow and ice as required, and do not spray, carve, or post randomly on trees, buildings, structures, municipal facilities, or the ground; (2) Protect the public environment, do not discharge oil fumes or engage in outdoor barbecues in violation of regulations, and do not smoke in non-smoking areas; (3) Maintain public hygiene, do not spit or urinate in public places, do not litter fruit peels, paper scraps, cigarette butts, beverage cans, packaging materials, chewing gum, disposable tableware, etc., and do not throw waste from tall buildings; (4) Protect water body environments, do not throw waste into rivers, lakes, reservoirs, and along their banks; (5) Love flowers, grass, and trees, do not trample on lawns or pick flowers and trees; (6) Protect ice sculptures and snow sculptures as well as other ice and snow landscapes, do not damage, climb, or step on them; (7) Protect public toilet facilities and maintain the hygiene of public toilets; (8) Other behaviors that maintain the city's appearance and public environmental hygiene. Article 11 Citizens should travel civilly and comply with the following behavioral norms: (1) When driving a motor vehicle, they should use lights and horns as required, and when changing lanes or yielding, they should obey yield rules; (2) When driving a motor vehicle on pedestrian crossings, they should reduce speed, and when encountering pedestrians crossing, they should stop to yield; (3) Drivers of motor vehicles should actively yield to police vehicles, fire engines, ambulances, and engineering rescue vehicles that are carrying out emergency tasks; (4) Drivers of non-motor vehicles should comply with traffic safety regulations, follow traffic signal indications, not drive against the direction or snatch lanes; (5) Vehicles should be parked in an orderly manner as required, without occupying fire lanes, medical emergency access, or other vehicle passageways; (6) When using public transportation, passengers should board and alight in an orderly manner, actively give seats to the elderly, young, sick, disabled, and pregnant passengers, not hog or reserve seats, and not affect the driver's safe driving; (7) When using urban rail transit, do not carry items with severe odors or irritating smells, and do not eat on the vehicle (except for infants and patients); (8) Do not throw away waste from inside a motor vehicle to the outside; (9) Pedestrians crossing intersections or roads should use pedestrian crossings or crossing facilities, cross at pedestrian crossings with traffic signals according to the signal, safely and quickly pass when vehicles yield, and not cross road isolation facilities; (10) Other civil travel behaviors. Article 12 Citizens should live civilly and comply with the following behavioral norms: (1) Conserve resources such as water, electricity, oil, gas, etc., and dispose of waste according to regulations; (2) In residential communities, backyards, and shared areas, do not illegally build or occupy spaces, and do not pile up or place items randomly; (3) In residential areas, do not carry out house renovations from 21:00 to 7:00 the next day; (4) Raise pets according to the stipulated types and breeds, take necessary safety measures when taking pets outside, do not disrupt others' normal lives, and do not damage public environmental hygiene; (5) Use the internet civilly, do not fabricate, publish, disseminate false, violent, or obscene information, or information that infringes on others' legal rights; (6) Dine civilly, consume reasonably, do not show off, do not pressure others to drink, do not engage in drinking contests, and do not drink excessively; (7) Conduct weddings and funerals civilly, and hold memorials civilly; (8) Inherit good family traditions, respect and care for the elderly and relatives, fulfill obligations of support and nurture, and do not abuse or abandon. （九）其他文明生活的行为。 Article 13: Citizens shall seek medical services in a civilized manner, comply with the management regulations of medical institutions, respect medical staff, cooperate in diagnosis and treatment activities, and resolve medical disputes through legal means. Medical staff shall respect patients, treat all patients equally, provide careful diagnosis and treatment, and protect patients' privacy. Article 14: Citizens shall travel in a civilized manner, respect local ethnicities, customs, traditional cultures, and religious beliefs, and protect cultural relics and tourist facilities. Citizens of this city shall be aware of the city's history and culture, enhance their sense of pride and honor, treat tourists from other places politely and kindly, proactively introduce the city's local customs and excellent characteristics, patiently and enthusiastically answer inquiries, and showcase an open and inclusive city image. Article 15: Citizen conventions, village regulations, homeowner agreements, student codes of conduct, industry service standards, and the content of employee onboarding and job training should include norms for civilized behavior. Law enforcement departments and staff at service windows shall execute their duties in a civilized manner, provide standardized services, use polite language, and treat people courteously. Article 16: Product operators and service providers shall operate with integrity, engage in fair competition, provide civilized services, fulfill statutory and contractual obligations, and protect consumers' lawful rights and interests. Article 17: Encouraging citizens to donate blood without compensation, legally donate hematopoietic stem cells or human organs (tissues), and corpses. Blood donors and their spouses and direct relatives are lawfully entitled to preferential treatment for clinical blood use. Article 18: Citizens are encouraged to take legal and appropriate measures to perform acts of bravery. The lawful rights and interests of individuals performing acts of bravery shall be protected, and those individuals shall be commended and rewarded. Article 19: Citizens are encouraged to provide necessary assistance to individuals in need of emergency aid. Citizens with first aid skills are encouraged to provide on-site emergency rescue for individuals in need of emergency aid. Citizens who make outstanding contributions during on-site emergency rescues should be commended and rewarded. Article 20: Units and individuals are encouraged to participate in charitable public welfare activities such as aiding the elderly, assisting the disabled, helping the needy, supporting education, disaster relief, and medical assistance. Individuals who perform outstandingly in charitable public welfare activities and whose families encounter difficulties should be given priority in assistance by charitable organizations during their charitable activities. Article 21: Citizens are encouraged to participate in volunteer service activities and join legally established volunteer service organizations. Relevant units should provide necessary conveniences and guarantees for volunteers and volunteer service organizations to carry out volunteer service activities, and commend and reward organizations and individuals with outstanding performance. Article 22: The municipal guidance committee for spiritual civilization construction shall formulate support measures to assist moral models, excellent volunteers, and other exemplary figures in civilized behavior living in difficulty.  Chapter Three: Implementation and Guarantee  Article 23 The municipal and district (county-level city) people's government shall establish a sound responsibility system and assessment system for promoting civilization work. The office of the Municipal and District (County-level City) Committee for the Guidance of Spiritual Civilization Construction shall conduct inspections and assessments of relevant responsible units. The assessment results shall be included in the evaluation of the city creation work responsibility system and the assessment of civilized units. Article 24 Relevant departments of the municipal and district (county-level city) people's government shall carry out the following civilized behavior promotion work according to their responsibilities: (1) The cultural, radio, television and tourism department shall strengthen public cultural services, promote excellent traditional Chinese culture and local folk culture, regulate the business conduct of tourism operators and tourism practitioners, and enhance civilized tourism publicity; (2) The education department shall incorporate the education of civilized behavior and knowledge of urban history and culture into educational and teaching content, strengthen teacher ethics and style construction, and enhance the civilized quality of teachers and students; (3) The traffic management department of public security organs shall strengthen road traffic management and publicity for civilized travel, effectively stop uncivilized traffic behavior; (4) The transportation department shall strengthen supervision and management of public transportation operators such as buses and taxis, improve the professional ethics and civilized quality of practitioners, and enhance the level of civilized service; (5) The civil affairs department shall strengthen guidance on volunteer services, promote marriage customs and funeral reform, and advocate for new civilized customs; (6) The agricultural and rural department shall organize and promote changes in rural customs, foster civilized rural customs, simple folk customs, and good family traditions, enhance the spiritual outlook of farmers, and improve the level of social civilization in rural areas; (7) Departments such as housing and urban-rural construction, urban management, ecological environment, natural resources, and planning shall strengthen supervision over uncivilized behavior that damages municipal infrastructure, urban and rural environment, ecological environment, and urban greening, and promptly and effectively stop such behavior; (8) The health and hygiene department shall strengthen publicity for civilized medical practice and medical treatment, enhance the professional ethics of healthcare workers, improve medical services, and maintain a fair and orderly medical environment; (9) The social credit management department shall strengthen integrity publicity, guide citizens to be honest and trustworthy, and promote integrity construction in the whole society; (10) The market supervision and administration department shall standardize and maintain market order, create a market environment of credibility, fair competition, and civilized operation; (11) The internet information management department shall improve the management and supervision mechanism for internet information, strengthen monitoring of uncivilized behaviors online, and promote internet civilization construction. Article 25 The municipal and district (county-level city) people's government shall improve the following public service facilities: (1) Traffic facilities such as roads, bridges, public transportation tools, traffic lights, traffic signs and markings, and traffic monitoring systems; (2) Municipal facilities such as pedestrian overpasses, underground passages, landscaping lighting, parking lots, and parking spaces; (3) Barrier-free facilities such as blind paths, wheelchair ramps, curb ramps, and barrier-free handrails; (4) Public cultural facilities such as libraries, museums, cultural centers (stations), art galleries, science and technology museums, memorial halls, sports venues, youth activity centers, patriotic education bases, and new era civilization practice centers; (5) Leisure and entertainment facilities such as parks and squares, and comprehensive community service facilities; 6. Facilities such as administrative divisions, natural geography, residential communities, emergency shelter locations, public bathrooms, streets, buildings, and doorplate signs; 7. Publicity facilities like public service advertisement boards, promotion boards, and civilized behavior reminder signs; 8. Other public service facilities. The responsible unit for facility maintenance and management should strengthen daily inspections and management to ensure the facilities are intact and functioning properly. Article 26: Public places such as airports, stations, docks, government service halls, medical institutions, large shopping malls, and tourist attractions that meet relevant standards shall be equipped with independent nursing rooms as mandated. Airports and stations should also set up dressing rooms. Parks, squares, government service halls, medical institutions, shopping malls, dining service venues, cultural and entertainment activity places, sports activity venues, and residential communities should construct public toilets according to prescribed standards, with accessible toilet stalls and ensure they are open and maintained hygienically. It is encouraged for units to open their toilets to the public, and external users must maintain the cleanliness of the toilets and not disrupt the normal order of work in the opening unit. Units and individuals are encouraged to set up love service points at their workplaces or business places to provide convenient services for sanitation workers and other outdoor workers. In winter, it is encouraged to use business places to set up warm waiting rooms for passengers. Article 27: The municipal people's government and relevant departments shall establish a civilized behavior record system to document outstanding civilized behaviors of units and individuals participating in charity and volunteer services as well as uncivilized behaviors that receive administrative penalties. Relevant departments and units shall include these records in the city's credit information sharing platform according to law. Civilized behavior records are an important basis for evaluating advanced models of units or individuals and obtaining preferential treatment from the government. Article 28: The municipal and district (county) people's governments should encourage the establishment of mass spiritual civilization creation activities such as civilized cities, civilized villages and towns, civilized units, civilized service windows, civilized campuses, civilized communities, and civilized families, and commend and reward units and individuals with outstanding performance and significant results in these creation activities. Article 29: The municipal and district (county) people's governments should establish honor walls and other display facilities in public places such as parks and squares to promote exemplary figures and advanced deeds in civilized behavior. Relevant departments should implement a legal responsibility system, carry out legal publicity and education, and serve civilization creation activities. Street offices, township people's governments, residents' committees, and villagers' committees should conduct publicity and education on rural customs and promote changes in customs, resisting outdated practices. Media such as newspapers, radio, television, and the internet should promote civilized behavior norms and the work of promoting civilized behavior, exposing uncivilized behaviors, and creating an atmosphere that fosters civilized behavior. Article 30: Units and individuals have the right to put forward opinions and suggestions on the work of promoting civilized behavior and to complain about situations where work responsibilities are not fulfilled. Relevant units should promptly handle these complaints and inform the person who made the suggestions or complaints of the results. Encourage persuasion and reporting of uncivilized behavior. Law enforcement departments should promptly accept reports, investigate illegal acts according to law, and inform the reporting person of the handling results.  Chapter 4: Legal Responsibility  Article 31: Those who violate the provisions of this regulation and have any of the following behaviors shall be punished according to the following provisions: 1. (1) Engaging in outdoor cultural and sports activities such as square dancing that violate regulations on noise pollution prevention in social life, causing noise to disturb others’ normal lives, shall be warned by public security organs; if not corrected after the warning, a fine of 500 yuan shall be imposed. 2. (2) Unauthorized spraying, carving, or posting on trees, buildings, structures, municipal facilities or on the ground shall be ordered to be removed by the urban management administrative law enforcement department and fined 500 yuan for each occurrence. 3. (3) Smoking in prohibited smoking areas and refusing to heed the persuasion of the operator or manager shall result in a fine of 200 yuan imposed by the relevant department, and shall be ordered to stop smoking or leave the prohibited smoking area. 4. (4) Spitting or urinating in public shall be fined 100 yuan by the urban management administrative law enforcement department; discarding waste such as fruit peels, paper scraps, cigarette butts, beverage cans, packaging materials, chewing gum, disposable tableware, etc., shall be ordered to be cleaned up, and if refused, a fine of 100 yuan will be imposed. 5. (5) Throwing waste from a height that has not yet endangered public safety shall be fined 500 yuan by the urban management administrative law enforcement department. 6. (6) Treading on lawns or breaking flowers and trees shall be ordered to correct or take other remedial measures by the urban management administrative law enforcement department and fined 100 yuan. 7. (7) Driving a motor vehicle without using lights according to regulations shall be fined 200 yuan by the public security traffic management department; not using the horn as required shall be fined 50 yuan; failing to yield when changing lanes or borrowing a lane shall be fined 100 yuan. 8. (8) Driving a motor vehicle without yielding to pedestrians as required shall be fined 50 yuan by the public security traffic management department; failing to yield to special vehicles performing emergency tasks as required shall be fined 200 yuan. 9. (9) Non-motor vehicles violating road traffic safety laws and regulations regarding road passage shall be warned or fined 50 yuan by the public security traffic management department; if a non-motor vehicle driver refuses to accept the fine, their non-motor vehicle may be detained in accordance with the law. 10. (10) Motor vehicles parked in violation of regulations while the driver is not present or is present but refuses to leave, obstructing other vehicles or pedestrians, shall be fined 100 yuan by the public security traffic management department. 11. (11) Pedestrians crossing intersections or roads without using pedestrian crossings, not following traffic signals, or crossing road isolation facilities shall be warned or fined 20 yuan by the public security traffic management department. 12. (12) Pet owners who fail to promptly clean up pet excrement in public places shall be ordered to clean it up by the urban management administrative law enforcement department; if refused, they shall be fined 100 yuan. Article 32 Other behaviors that violate the provisions of these regulations shall be punished as prescribed by laws and regulations. Article 33 Persons who commit uncivilized behaviors against persuaders with insults, threats, pushing, or hindering law enforcement personnel from executing their duties shall be dealt with by public security organs in accordance with the law. Article 34 Relevant departments that neglect their duties, abuse their powers, are negligent in their duties, or engage in malpractice shall be disciplined according to law for the directly responsible supervisors and other directly responsible personnel.  Chapter 5 Supplementary Provisions  Article 35 These regulations shall come into effect on March 1, 2020. |
| Metadata\_updated | 2024-09-26T11:19:01.735920 |

## All Five Concepts

|  |  |
| --- | --- |
| Key | Value |
| one\_integrating\_law\_morality | 坚持法治和德治相结合 |
| two\_party\_committee\_leadership | 文明行为促进工作应当坚持党委领导、政府实施、社会共建、全民参与 |
| two\_b\_spiritual\_civ\_committee\_leadership | 市、区县（市）精神文明建设指导委员会统一领导、统筹推进文明行为促进工作 |
| three\_exemplify\_moral\_behavior | 各级文明单位及国家工作人员、人大代表、政协委员、先进模范人物、社会公众人物、教育工作者等应当在文明行为促进工作中发挥表率和示范作用 |
| four\_whole\_society\_promote\_civilised\_behavior | 文明行为促进工作是全社会的共同责任 |
| four\_b\_social\_institutions\_promote\_civilised\_behavior | 单位和个人应当积极参与文明行为促进工作 |
| five\_promote\_coconstruction\_cogovernance |  |

## Content

﻿哈尔滨市文明行为促进条例

（2019年10月30日哈尔滨市第十五届人民代表大会常务委员会第二十六次会议通过 2019年12月18日黑龙江省第十三届人民代表大会常务委员会第十五次会议批准）

第一章 总 则

第一条 为培育和践行社会主义核心价值观，引导和规范文明行为，提升公民文明素养和社会文明程度，根据有关法律、法规，结合本市实际，制定本条例。

第二条 本条例适用于本市行政区域内文明行为促进工作。

本条例所称文明行为，是指遵守法律、法规规定，符合社会主义道德要求，体现社会主义核心价值观，维护公序良俗、引领社会风尚、推动社会进步的行为。

第三条 文明行为促进工作应当坚持党委领导、政府实施、社会共建、全民参与，坚持法治和德治相结合，坚持重在养成、奖惩并举，打造开放包容、时尚活力、诚信敬业、和谐奋进的城市形象。

第四条 市、区县（市）精神文明建设指导委员会统一领导、统筹推进文明行为促进工作。

市、区县（市）精神文明建设指导委员会办事机构具体负责文明行为促进工作的规划、计划、指导和协调。

第五条 市、区县（市）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，将所需经费列入本级财政预算。

市、区县（市）人民政府有关部门应当按照各自职责做好文明行为促进工作。

街道办事处、乡镇人民政府应当将文明行为促进工作纳入工作日程，推动基层文明建设。

　　居民委员会、村民委员会应当协助相关单位开展文明行为促进工作。

第六条 建立文明行为促进工作联席会议制度，由市、区县（市）精神文明建设指导委员会办事机构定期召集联席会议，研究、拟订文明行为促进相关政策，协调、解决重大问题。

第七条 文明行为促进工作是全社会的共同责任。单位和个人应当积极参与文明行为促进工作。

各级文明单位及国家工作人员、人大代表、政协委员、先进模范人物、社会公众人物、教育工作者等应当在文明行为促进工作中发挥表率和示范作用。

第二章 规范与鼓励

第八条 公民应当弘扬中华民族传统美德，遵守社会公德、严守职业道德、恪守家庭美德、提升个人品德，强化社会责任意识、规则意识、诚信意识、奉献意识。

弘扬东北抗联精神、北大荒精神、大庆精神、铁人精神，传承忠诚、执着、朴实的英雄模范精神。

第九条 公民应当维护公共秩序，遵守下列行为规范：

（一）在公共场所遵守公共礼仪，着装得体，不赤膊、不喧哗、不大声接打电话，使用电子设备不外放声音；

（二）合理使用公共设施，不在公共座椅上躺卧；

（三）等候服务依次排队，使用电梯先出后进，乘坐自动扶梯依次有序,上下楼梯靠右侧行走；

（四）观看文艺演出、体育比赛，尊重演职人员、参赛选手，遵守场馆（地）秩序，服从现场管理；

（五）开展广场舞等露天文体活动，合理使用场地、设施和音响器材，遵守社会生活噪声污染防治的规定，不干扰他人正常生活，在居民居住区内二十二时至次日六时不使用音响器材；

（六）其他维护公共秩序的行为。

第十条 公民应当维护市容和公共环境卫生，遵守下列行为规范：

（一）维护市容整洁，按照规定及时清扫冰雪，不在树木、建筑物、构筑物、市政设施或者地面上乱喷涂、乱刻画、乱张贴；

（二）维护公共环境，不违反规定排放油烟、露天烧烤食品，不在禁止吸烟场所吸烟；

（三）维护公共卫生，不随地吐痰、便溺，不乱扔果皮、纸屑、烟蒂、饮料罐、包装物、口香糖、一次性餐具等废弃物，不从高空抛撒废弃物；

（四）保护水体环境，不向河流、湖泊、水库等水体及其沿岸乱扔废弃物；

（五）爱护花草树木，不践踏草坪、攀折花木；

（六）爱护冰雕、雪雕等冰雪景观，不损坏、不攀爬、不踩踏；

（七）爱护公共厕所设施，保持公共厕所卫生；

（八）其他维护市容和公共环境卫生的行为。

第十一条 公民应当文明出行，遵守下列行为规范：

（一）驾驶机动车应当按照规定使用灯光、喇叭，借道通行或者变更车道应当按照规定让行；

（二）驾驶机动车行经人行横道应当减速行驶，遇行人正在通过人行横道时应当停车让行；

（三）驾驶机动车应当主动让行执行紧急任务的警车、消防车、救护车、工程救险车；

（四）驾驶非机动车应当遵守有关交通安全的规定，按照交通信号灯指示通行，不逆向行驶、抢道行驶；

（五）车辆应当按照规定有序停放，不占用消防、医疗急救等通道及其他车辆通行通道；

（六）乘坐公共交通工具，有序上下，主动为老幼病残及孕妇、怀抱婴儿的乘客让座，不抢座、占座，不影响驾驶员安全驾驶；

（七）乘坐城市轨道交通工具，不携带有严重异味、刺激性气味的物品，不在车内进食（婴儿、病人除外）；

（八）不从机动车内向外抛撒废弃物；

（九）行人通过路口或者横过道路，应当走人行横道或者过街设施，通过有交通信号灯的人行横道按照信号灯指示通行，遇机动车礼让时安全、快速通过，不跨越道路隔离设施；

（十）其他文明出行的行为。

第十二条 公民应当文明生活，遵守下列行为规范：

（一）节约水、电、油、气等资源，按照规定分类投放垃圾；

（二）在居住小区、居民庭院、楼道等共有区域内不违法搭建、圈占，不乱堆乱放物品；

（三）在居民居住区内二十一时至次日七时，不进行房屋装修；

（四）按照规定的种类及品种饲养宠物，携宠物出户应当采取必要安全措施，不干扰他人正常生活，不破坏公共环境卫生；

（五）文明上网，不编造、发布、传播虚假、暴力、淫秽信息或者侵害他人合法权益的信息；

（六）文明用餐，合理消费，不讲排场，不劝酒、不拼酒、不酗酒；

（七）文明婚嫁，文明殡葬，文明祭奠；

（八）传承优良家风，孝老爱亲，履行赡养、扶养、抚养义务，不虐待、不遗弃；

（九）其他文明生活的行为。

第十三条 公民应当文明就医，遵守医疗机构管理规定，尊重医务人员，配合开展诊疗活动，通过合法途径解决医疗纠纷。

医务人员应当尊重患者，对患者一视同仁，精心诊治，保护患者隐私。

第十四条 公民应当文明旅游，尊重当地民族及风俗习惯、传统文化和宗教信仰，爱护文物古迹、旅游设施。

本市公民应当知晓城市历史和城市文化，增强城市自豪感和荣耀感，礼貌友善对待外地游客，主动介绍本市风土人情及优秀特质，耐心热情回答问询，展现开放包容的城市形象。

第十五条 市民公约、村规民约、业主公约、学生守则、行业服务规范以及单位入职培训、岗位培训内容中应当纳入文明行为规范内容。

执法部门和窗口服务单位工作人员应当文明执法，规范服务，使用文明用语，礼貌待人。

第十六条 商品经营者和服务提供者应当诚信经营，公平竞争，文明服务，履行法定和约定义务，保障消费者合法权益。

第十七条 鼓励公民无偿献血、依法捐献造血干细胞或者人体器官（组织）、遗体。

无偿献血者及其配偶、直系亲属临床用血依法享有优惠待遇。

第十八条 鼓励公民采取合法、适当的方式实施见义勇为行为。依法保障见义勇为人员合法权益，对见义勇为人员予以表彰、奖励。

第十九条 鼓励公民对需要急救的人员提供必要帮助。

鼓励具备急救技能的公民，对需要急救的人员实施现场紧急救护。对现场紧急救护中做出突出贡献的公民，应当给予表彰、奖励。

第二十条 鼓励单位和个人参加扶老、助残、济困、助学、赈灾、医疗救助等慈善公益活动。

参加慈善公益活动表现突出的个人，其本人或者家庭遇到困难的，慈善组织开展慈善活动时，应当优先给予帮助。

第二十一条 鼓励公民参加志愿服务活动，加入依法设立的志愿服务组织。

有关单位应当为志愿者和志愿服务组织开展志愿服务活动提供必要的便利和保障，对表现突出的组织和个人给予表彰、奖励。

第二十二条 市精神文明建设指导委员会办事机构应当制定关爱扶持办法，对生活有困难的道德模范、优秀志愿者等文明行为先进人物给予帮扶。

第三章 实施与保障

第二十三条 市、区县（市）人民政府应当建立健全文明促进工作目标责任制和考核制度，由市、区县（市）精神文明建设指导委员会办事机构对相关责任单位进行检查、考核。考核结果纳入创城工作目标责任制考评和文明单位考评内容。

第二十四条 市、区县（市）人民政府有关部门应当按照职责做好下列文明行为促进工作：

（一）文化广电和旅游部门应当加强公共文化服务，弘扬中华优秀传统文化和地域民俗文化，规范旅游经营者、旅游从业人员的经营服务行为，加强文明旅游宣传；

（二）教育部门应当将文明行为教育及城市历史、城市文化知识纳入教育、教学内容，加强师德师风建设，提升师生文明素养；

（三）公安机关交通管理部门应当加强道路交通管理和文明出行宣传，有效制止交通不文明行为；

（四）交通运输部门应当加强对公共汽车、出租车等客运经营单位的监督管理，提高从业人员职业道德和文明素质，提升文明服务水平；

（五）民政部门应当加强志愿服务指导，推进婚俗和殡葬改革，倡导文明新风；

（六）农业农村部门应当组织推进农村移风易俗，推动文明乡风、淳朴民风、良好家风建设，提升农民精神风貌，提高乡村社会文明程度；

（七）住房与城乡建设、城市管理、生态环境、自然资源和规划等部门，应当对损害市政基础设施、市容环境、生态环境、城乡绿化等不文明行为加强监管，及时有效制止；

（八）卫生健康部门应当加强文明行医、文明就医宣传，加强医务人员职业道德建设，改善医疗服务，维护公平有序就医环境；

（九）社会信用管理部门应当加强诚信宣传，引导公民诚实守信，推进全社会诚信建设；

（十）市场监督管理部门应当规范和维护市场秩序，营造重诺守约、公平竞争、文明经营的市场环境；

（十一）互联网信息管理部门应当完善互联网信息管理和监督机制，加强对网络不文明行为的监测，推动网络文明建设。

第二十五条 市、区县（市）人民政府应当完善下列公共服务设施：

（一）道路、桥梁、公共交通工具、交通信号灯和标志标线、交通监控系统等交通设施；

（二）过街天桥、地下通道、绿化照明、停车场、停车泊位等市政设施；

（三）盲道、轮椅通道、缘石坡道、无障碍扶手等无障碍设施；

（四）图书馆、博物馆、文化馆（站）、美术馆、科技馆、纪念馆、体育场馆、青少年活动中心、爱国主义教育基地、新时代文明实践中心等公共文化设施；

（五）公园、广场等休闲娱乐设施，社区综合服务设施；

（六）行政区划、自然地理、居住小区、应急避难场所、公共厕所、街道、楼宇、门牌等标志设施；

（七）公益广告栏、宣传栏，文明行为提示牌等宣传设施；

（八）其他公共服务设施。

设施管护责任单位应当加强日常检查和管理维护，保证设施完好和正常使用。

第二十六条 符合相关标准的机场、车站、码头、政务大厅、医疗机构、大型商场和旅游景区等公共场所，应当按照规定配备独立的母婴室。机场、车站应当设置更衣室。

公园、广场、政务大厅、医疗机构、商场、餐饮服务场所、文化娱乐活动场所、体育活动场所、居住小区等应当按照规定标准配套建设公共厕所，设置无障碍厕位，并保证正常开放、整洁卫生。鼓励单位将厕所对外开放，外来使用人员应当保持厕所卫生，不得影响开放单位正常工作秩序。

鼓励单位和个人利用其工作或者营业场所设立爱心服务点，为环卫工人和其他户外工作人员提供便利服务。鼓励在冬季利用营业场所设立爱心候车室，为候车人员提供温暖和便利。

第二十七条 市人民政府及有关部门应当建立文明行为记录制度，记录单位和个人参加慈善公益、志愿服务等表现突出的文明行为和受到行政处罚的不文明行为。有关部门和单位应当依法将记录纳入本市信用信息共享平台。

文明行为记录作为单位或者个人评选先进典型、获得政府优惠待遇的重要依据。

第二十八条 市、区县（市）人民政府应当鼓励开展文明城市、文明村镇、文明单位、文明窗口、文明校园、文明社区、文明家庭等群众性精神文明创建活动，对在创建工作中表现突出、成效显著的单位、个人予以表彰、奖励。

第二十九条 市、区县（市）人民政府应当在公园、广场等公共场所设立荣誉墙等展示设施，宣传文明行为模范人物和先进事迹。

有关部门应当落实普法责任制，开展法治宣传教育，服务文明创建活动。

街道办事处、乡镇人民政府、居民委员会、村民委员会应当开展乡风民风宣传教育，推进移风易俗，抵制陈规陋习。

报纸、广播、电视、网络等媒体应当宣传文明行为规范和文明行为促进工作，曝光不文明行为，营造促进文明行为的氛围。

第三十条 单位和个人有权对文明行为促进工作提出意见和建议，对不履行工作职责的情况予以投诉。有关单位应当及时受理，并将办理结果告知建议人、投诉人。

鼓励对不文明行为进行劝阻、举报。执法部门应当及时受理举报，依法查处违法行为，并将处理结果告知举报人。

第四章 法律责任

第三十一条 违反本条例规定有下列行为之一的，按照下列规定予以处罚：

（一）开展广场舞等露天文体活动，违反关于社会生活噪声污染防治的规定，制造噪声干扰他人正常生活的，由公安机关处以警告；警告后不改正的，处以五百元罚款。

（二）在树木、建筑物、构筑物、市政设施或者地面上乱喷涂、乱刻画、乱张贴的，由城市管理行政执法部门责令清除，处以每处五百元罚款。

（三）在禁止吸烟场所吸烟且不听从经营者或者管理者劝阻的，由有关部门处以二百元罚款，并责令其停止吸烟或者离开禁止吸烟场所。

（四）随地吐痰、便溺的，由城市管理行政执法部门处以一百元罚款；乱扔果皮、纸屑、烟蒂、饮料罐、包装物、口香糖、一次性餐具等废弃物的，责令自行清除，拒不清除的，处以一百元罚款。

（五）从高空抛撒废弃物尚未危害公共安全的，由城市管理行政执法部门处以五百元罚款。

（六）践踏草坪、攀折花木的，由城市管理行政执法部门责令改正或者采取其他补救措施，处以一百元罚款。

（七）驾驶机动车未按照规定使用灯光的，由公安机关交通管理部门处以二百元罚款；未按照规定使用喇叭的，处以五十元罚款；借道通行或者变更车道时不按照规定让行的，处以一百元罚款。

（八）驾驶机动车未按照有关规定避让行人的，由公安机关交通管理部门处以五十元罚款；未按照规定让行执行紧急任务的特种车辆的，处以二百元罚款。

（九）驾驶非机动车违反道路交通安全法律、法规关于道路通行规定的，由公安机关交通管理部门处以警告或者五十元罚款；非机动车驾驶人拒绝接受罚款处罚的，可以依法扣留其非机动车。

（十）机动车违反规定停放，且驾驶人不在现场或者虽在现场但拒绝驶离，妨碍其他车辆、行人通行的，由公安机关交通管理部门处以一百元罚款。

（十一）行人通过路口或者横过道路，不走人行横道，不按照交通信号灯指示通行，跨越道路隔离设施的，由公安机关交通管理部门处以警告或者二十元罚款。

（十二）饲养人未及时清除宠物在公共场所的排泄物的，由城市管理行政执法部门责令清除；拒不清除的，处以一百元罚款。

第三十二条 违反本条例规定的其他行为，法律、法规有处罚规定的，从其规定。

第三十三条 不文明行为实施人对劝阻者进行侮辱、威胁、推搡或者阻碍执法人员依法执行职务的，由公安机关依法处理。

第三十四条　有关部门怠于履行职责或者滥用职权、玩忽职守、徇私舞弊的，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

第三十五条 本条例自2020年3月1日起施行。