|  |  |
| --- | --- |
|  |  |
| Id | ZmY4MDgwODE3NTI2NWRkNDAxNzY2YTRiMzhkNjcyMGE%3D |
| Title | 岳阳市文明行为促进条例 |
| Office | 岳阳市人民代表大会常务委员会 |
| Publish | 2020-10-13 00:00:00 |
| Expiry | 2020-12-01 00:00:00 |
| Type | 地方性法规 |
| Status | 1 |
| Url | ./detail2.html?ZmY4MDgwODE3NTI2NWRkNDAxNzY2YTRiMzhkNjcyMGE%3D |
| Translated\_content | Regulations on the Promotion of Civilized Behavior in Yueyang City  (Adopted at the 29th Meeting of the Standing Committee of the 8th Yueyang City People's Congress on August 28, 2020, and approved at the 20th Meeting of the Standing Committee of the 13th Hunan Provincial People's Congress on September 25, 2020)  Table of Contents Chapter 1 General Principles Chapter 2 Encouragement and Advocacy Chapter 3 Standards and Compliance Chapter 4 Guarantee and Supervision Chapter 5 Legal Responsibilities Chapter 6 Supplementary Provisions  Chapter 1 General Principles  Article 1 In order to cultivate and practice the core socialist values, inherit and promote the traditional virtues of the Chinese nation, guide and promote civilized behavior, improve citizens' civilized quality, and advance social civilization, these regulations are formulated in accordance with relevant laws and regulations and combined with local realities. Article 2 The promotion of civilized behavior and related work within the administrative region of this city shall be governed by these regulations. Civilized behavior referred to in these regulations means behavior that is guided by the core socialist values, adheres to socialist morality, abides by laws and regulations, maintains public order and good customs, respects the legitimate rights and interests of others, and reflects social progress. Article 3 The work of promoting civilized behavior should establish a collaborative governance framework characterized by unified leadership from the party committee, government implementation, departmental responsibility, social cooperation, and joint participation from citizens. Article 4 The municipal and county (city, district) spiritual civilization construction guidance committee shall coordinate the promotion of civilized behavior within their administrative regions. The municipal and county (city, district) spiritual civilization construction working body shall be specifically responsible for the guidance, coordination, supervision, inspection, and assessment of civilized behavior promotion within their administrative regions and shall report annually on the implementation of these regulations. Article 5 The municipal and county (city, district) people's government shall incorporate the promotion of civilized behavior into the national economic and social development plan, and the necessary funding shall be guaranteed by the same-level finance. The working departments of the municipal and county (city, district) people's government and the township people's governments (street offices) shall carry out the promotion of civilized behavior within their respective scopes of responsibility. The village (residential) committee shall promote and guide civilized behavior, discourage uncivilized behavior, and assist in the promotion of civilized behavior. Article 6 National organs shall play a demonstrative role in the promotion of civilized behavior. Enterprises, public institutions, social organizations, and other organizations shall actively participate in the promotion of civilized behavior. Citizens shall actively participate in the construction of social morality, professional ethics, family virtues, and personal character, comply with civilized behavior norms and conventions, and actively engage in civilized creation activities to jointly maintain the civilized image of Yueyang. Article 7 Any unit and citizen have the right to provide opinions and suggestions on the promotion of civilized behavior, to discourage and report uncivilized behavior, and to criticize and complain about actions that do not fulfill the responsibilities of promoting civilized behavior.  Chapter 2 Encouragement and Advocacy  Article 8 The following civilized behaviors are encouraged: (1) Actively participate in volunteer service activities; (2) Actively participate in charitable relief activities; (3) Volunteer blood donation, donate hematopoietic stem cells, human organs (tissues), and corpses; (4) Engage in acts of bravery appropriate to one's ability; (5) Return lost items to others;  (6) Report illegal and criminal activities as well as public security hazards; (7) Other behaviors that are beneficial to the progress of social civilization. Article 9 The following civilized behaviors are advocated: (1) Abide by public etiquette, emphasize civility and politeness, use courteous language, dress appropriately in public places, avoid making noise, and refrain from using vulgar or obscene language; (2) Queue up in order when waiting for service, maintain a proper distance, and give way in an orderly manner; (3) When using public transportation, let passengers disembark before getting on, and actively give up seats for the elderly, weak, sick, disabled, pregnant, and young passengers who need assistance; (4) Conserve energy and resources, avoid using non-degradable plastic products, travel in an environmentally friendly manner, and prioritize public transport; (5) Dine in a civilized manner, use shared utensils, practice frugality, and reduce food waste; (6) Hold simple and healthy wedding celebrations such as collective weddings or travel weddings, and do not organize or simply handle other festive matters; (7) Cultivate a good family style that respects the elderly and loves the young, promotes mutual respect and love, gender equality, thriftiness, harmonious neighborhood relations, and emphasizes hygiene, striving to create a civilized family; (8) Emphasize frugal funerals and conserve land for ecological burials while promoting environmentally friendly memorial practices; (9) Actively participate in beneficial physical fitness and reading activities that promote mental and physical health; (10) Other behaviors that benefit the natural, social, and familial harmony and development.  Chapter Three: Standards and Compliance  Article 10: Practice patriotism and comply with the following standards of civilized behavior: (1) Care for the national flag and emblem, and respect the national anthem; (2) Safeguard the names, portraits, reputations, and honors of heroes and martyrs; (3) Do not promote or glorify acts of war and aggression; (4) Do not express or spread remarks that insult or divide the nation; (5) Other patriotic behaviors advocated by the state. Article 11: Maintain order in public places and comply with the following standards of civilized behavior: (1) Do not occupy, misappropriate, or damage public facilities such as road traffic, cultural sports, environmental sanitation, garden landscape, communication, water supply and drainage, electricity, gas, and national defense facilities; (2) Do not damage fire-fighting, emergency, and other equipment and facilities, nor damage elevators, pressure vessels, and other special equipment; (3) Do not throw items out of buildings; maintain the safety of facilities and items such as window sills and balconies, and prevent falling objects from high places; (4) Do not occupy or block safety exits, evacuation passages, fire truck passages, and other public facilities and areas; do not occupy public green spaces and vacant land; (5) Do not pile up debris, build unlawfully, or indiscriminately connect wires in the vicinity of roads, residential communities, and public areas; do not conduct marriage and funeral matters in such areas; (6) Do not set up stalls, operate night markets, or engage in other illegal occupation activities in locations and time periods prohibited by the municipal and county (city, district) people's government; (7) Do not fish in drinking water sources, scenic water bodies, and other areas prohibited by the municipal and county (city, district) people's government; (8) When taking dogs or other pets out, necessary safety and hygiene measures should be taken, with adults using leashes; clean up pet waste outdoors, do not take pets on buses or to public places such as schools, hospitals, and sports venues, and do not abandon pets; (9) Do not engage in commercial promotions that affect the urban appearance and the lives of others in roads, parks, squares, residential areas, etc.; (10) Abide by medical service regulations, respect and cooperate with medical staff, rationally resolve medical disputes, and do not disturb medical order; (11) When watching cultural performances or sports events, comply with venue order and follow现场管理; (12) In indoor public venues such as libraries, memorial halls, museums, and cinemas, proactively set mobile phones and other electronic devices to silent mode to avoid affecting others; (13) Other civilized behavior norms for maintaining order in public places. Article 12: Maintain public hygiene and comply with the following civilized behavior norms: (1) Do not spit or urinate in public places; do not litter with fruit peels, paper scraps, cigarette butts, and other waste; do not dump garbage, feces, and sewage indiscriminately; (2) Do not post or draw randomly on buildings, facilities, and trees; do not hang items indiscriminately; (3) Do not raise poultry or livestock in prohibited areas; (4) Do not throw or burn incense paper, relics, or other items in public areas such as roads, parks, and forests; (5) Do not smoke in areas designated as non-smoking by laws and regulations and by the municipal and county (city, district) people's government; when smoking in non-smoking areas, reasonable distancing from others should be maintained; (6) Cover the mouth and nose when coughing or sneezing in public places; wear a mask if suffering from infectious respiratory diseases such as influenza; (7) Do not litter trash or waste in public restrooms, do not scribble, draw, or post advertisements; consciously maintain the cleanliness and hygiene of public restrooms and take care of facilities and equipment; (8) Other civilized behaviors that maintain public hygiene. Article 13 Maintaining traffic safety order and observing the following civilized behavior norms: (1) Follow road signs, lane markings, and traffic signal lights for passing; (2) Yield to each other and pass in an orderly manner at entrances and congested areas; (3) Actively yield to fire trucks, ambulances, emergency rescue vehicles, engineering rescue vehicles, police cars, and other vehicles in emergencies; (4) Actively yield to and avoid pedestrians, and slow down when passing through flooded areas; (5) Do not throw objects out of the vehicle and do not interfere with the driver's safe driving; (6) Park vehicles without occupying accessible parking spaces, blind paths, and other accessible facilities, and do not obstruct the passage of other vehicles and pedestrians; (7) Do not jaywalk, run red lights, or climb over barriers; cross intersections or roads safely and quickly when vehicles yield; (8) Do not sell small goods or distribute small cards, advertisements, etc. at traffic intersections; (9) Other civilized behaviors that maintain traffic safety order. Article 14 Maintaining ecological civilization and observing the following civilized behavior norms: (1) Do not illegally hunt, trade, transport, or consume wild animals, and do not illegally buy, sell, or consume wild animal products; (2) Do not recklessly cut down, transplant, pick, or trample on public area flowers, plants, and trees; (3) Do not exceed the national noise emission standards; decoration and renovation work, construction sites, and square dancing should not disturb others' normal life; (4) Do not set off fireworks and firecrackers or release electronic cannon in prohibited times and areas designated by the municipal or county (district) government; (5) Do not have outdoor barbecues or burn straw, fallen leaves, garbage, or other substances that generate smoke pollution and irritating odors during prohibited times and areas designated by the municipal or county (district) government; (6) Reduce waste generation and comply with regulations on waste classification, storage, and disposal; (7) Other behavioral norms that maintain ecological civilization. Article 15: Civilized tourism, abide by the following civilized behavior norms: (1) Respect local historical and cultural traditions, customs, and religious beliefs; (2) Do not litter in scenic areas or attractions, do not carve, paint, post, or climb on scenic objects and facilities; (3) Follow the management of scenic areas and attractions, do not disrupt order in scenic areas, and do not endanger personal safety of oneself and others; (4) Other civilized tourism behavioral norms. Article 16: Maintain internet civilization, abide by the following civilized behavior norms: (1) Internet operators shall not leak, tamper with, or damage the personal information they collect; without the consent of the information subject, they shall not illegally provide personal information to others; (2) Do not use the internet and related information technology to insult, defame, threaten others or fabricate facts to infringe on others' legal rights, do not spread rumors or disturb economic and social order; (3) Do not disseminate harmful information such as cults, feudal superstitions, obscene content, gambling, violence, terrorism, ethnic discrimination, etc., on the internet; do not forward or repost illegal and vulgar information; (4) Other norms for maintaining internet civilization. Article 17: Promote civilized rural customs, abide by the following civilized behavior norms: (1) Keep the area in front of and behind houses, as well as the yard clean and tidy, effectively manage domestic sewage, classify and timely clear household waste on-site, eliminate pit toilets, and use sanitary toilets; (2) Dispose of agricultural waste such as agricultural film, pesticide containers, and crop straw legally and scientifically to prevent agricultural non-point source pollution; (3) Do not occupy roads for threshing grain, setting up stalls, piling production and living items, or handling marriage, funeral, and other matters; (4) Carry out healthy and beneficial cultural and entertainment activities, inherit and promote excellent traditional culture, and do not participate in gambling, feudal superstitions, or vulgar entertainment activities; (5) Protect the village appearance, safeguard ancient buildings and trees, and do not build illegally; (6) Other norms for maintaining civilized rural customs.  Chapter 4: Safeguarding and Supervision  Article 18 The city's and county's (city, district) spiritual civilization construction guiding committees and their working agencies, as well as the municipal and county (city, district) people's governments and their relevant departments, should improve the relevant work mechanisms and systems for promoting civilized behavior, strengthen publicity and education, formulate effective work measures, enhance the civilization awareness of the whole society, and promote civilized behavior throughout society. Encourage the carrying out of mass spiritual civilization creation activities such as civilized cities, civilized towns and villages, civilized units, civilized families, and civilized campuses; carry out creation activities for civilized communities, civilized industries, civilized markets, civilized tourist attractions, and civilized dining establishments; guide citizens to improve their civilization quality, and commend and reward units that perform outstandingly and achieve significant results according to relevant regulations. Article 19 The municipal and county (city, district) people's governments should allocate funds for rewarding acts of bravery, establish and improve the selection, recognition, and assistance mechanisms for advanced figures such as moral models, good people around us, and outstanding volunteers, and improve the policies and measures for protecting the rights and interests of relevant personnel. Article 20 The municipal and county (city, district) people's governments should strengthen the construction of a credit system and gradually establish a recognition and reward mechanism based on citizens' civilized behavior information. Relevant administrative law enforcement departments should improve information sharing, case transfer, and mutual recognition of evidence mechanisms, and carry out joint punishment for seriously uncivilized behavior in accordance with national regulations. Article 21 The municipal and county (city, district) people's governments should strengthen the planning, construction, maintenance, and management of facilities related to transportation, communication, environmental protection, public culture and health, accessibility, etc., to provide guarantees for citizens' civilized behavior. Public cultural facility management units and management units of public places should carry out targeted publicity and guidance activities for civilized behavior in accordance with their respective functions, discourage uncivilized behavior, and cultivate citizens' awareness of civilization and civilized behavior. Government service window units, medical institutions, financial institutions, scenic area management agencies, and public service enterprises should play a demonstrative role in civilized services by reasonably setting up service points and windows, posting service signs, optimizing service processes, and providing standardized, convenient, efficient, and civilized services. Article 22 The municipal and county (city, district) people's governments should rely on the construction of the new era civilization practice center to support the development of various volunteer service organizations, guide them to strengthen their professional capacity building, and broaden the fields of volunteer service. Encourage relevant units, organizations, and citizens to provide venues and other conveniences for volunteer services. Article 23 Trade unions, Communist Youth League, Women's Federation, and other mass organizations should, according to their own charters, leverage their advantages to organize and carry out civilization promotion activities that have group characteristics. Article 24 National agencies, enterprises, public institutions, social organizations, and other organizations should incorporate the norms of civilized behavior into their own professional standards and include civilized behavior training in their own job training content; they should commend and reward staff members who demonstrate exceptional performance in civilized behavior. Villagers' (residents') committees should incorporate the norms of civilized behavior into the promotional and training content of citizen schools, farmers' schools, and moral classrooms, cultivating and guiding citizens to develop civilized behavior habits. Article 25 Relevant departments and units of the municipal and county (city, district) people's governments should strengthen the promotion of civilized behavior in accordance with the following provisions: (1) Relevant departments and units should improve and implement a legal responsibility system, strengthen publicity and education for civilized behavior, advance the combination of legal education and moral education, and promote the complementary relationship between the rule of law and moral governance; (2) Departments such as culture and radio and television should strengthen public cultural services, plan and guide the creation, promotion, and publicity of public cultural products related to promoting civilized behavior, legally investigate and deal with illegal activities in the cultural market, and regulate the order of the cultural market; (3) Educational departments and schools should include legal publicity education and the cultivation of civilized behavior in the education curriculum, establish codes of conduct for civilized behavior, strengthen the construction of teacher ethics and style, carry out education and practice activities on civilized behavior, prevent campus bullying, build a safe campus, and enhance the civilization quality of teachers and students. (4) Departments such as urban management and comprehensive law enforcement, housing and urban-rural development, ecological environment, agriculture and rural affairs, natural resources, and planning should promptly stop uncivilized behavior in urban and rural construction and management, and legally investigate and deal with violations such as damaging urban and rural environments, damaging public facilities, invading green spaces, illegal construction, noise exceeding standards, and polluting water, soil, and air; (5) Departments such as public security traffic management and transportation management should strengthen the construction of road traffic signs and signals, technical monitoring facilities, and the publicity of civilized travel, promptly stop uncivilized behavior in traffic, and investigate traffic violations; (6) Health and wellness departments and medical institutions should strengthen the publicity of civilized medical practices and civilized medical treatment, enhance the professional ethics of medical staff, optimize service processes, improve medical service quality, strengthen doctor-patient communication, and maintain a fair medical environment; promote health education and patriotic health movements, and improve citizens' health literacy; (7) Departments such as market regulation, commerce, tourism, etc. shall strengthen coordination and cooperation, standardize civilized services in the industry, curb uncivilized business practices, and investigate and deal with illegal business activities such as fraud against consumers in accordance with the law; (8) Departments such as internet information management shall strengthen the governance of the online ecological environment, purify the online environment, and promote the construction of internet civilization; (9) Civil affairs departments shall strengthen the management of volunteer organizations, promote changes in customs and funeral reforms, advocate civilized new practices, and legally curb and correct uncivilized behaviors; (10) Public security organs shall investigate and handle violations of social security management and network security laws and regulations, and shall legally curb behaviors that disrupt public order. Article 26 Broadcasting, television, newspapers, online media, mobile clients, and outdoor advertising facilities management units shall publish public welfare advertisements, praise and promote civilized behaviors and advanced personal deeds, and legally expose and criticize uncivilized behaviors in accordance with regulations.  Chapter 5 Legal Liabilities  Article 27 Those who violate the provisions of Article 11 of this regulation by occupying, blocking, and closing safety exits, evacuation passages, and fire truck passages shall be ordered to rectify by fire rescue agencies or administrative law enforcement departments designated by the municipal government according to their respective responsibilities, and fined between 5,000 and 50,000 yuan for units, and warned or fined less than 500 yuan for individuals. If the above illegal activities are ordered to be rectified but refuse to do so, enforcement shall be carried out, and the costs incurred shall be borne by the violators. Article 28 Those who violate the provisions of Article 11 of this regulation by stacking materials or constructing (building) facilities without approval on both sides of the street and in public areas, affecting the city appearance, shall be ordered by the comprehensive urban management law enforcement department to stop the illegal activities, clean up, dismantle, or take other remedial measures within a time limit, and may be fined between 100 and 1,000 yuan. Article 29 Those who violate the provisions of Article 11 of this regulation by taking dogs outdoors without using a leash, failing to clean up pet feces outdoors, or bringing dogs into public places such as buses, schools, hospitals, and sports venues, causing an impact on others, shall be warned by public security authorities; if they refuse to correct after being warned, they shall be fined between 200 and 500 yuan. Article 30 Those who violate any of the following behaviors in accordance with the provisions of Article 12 of this regulation shall be warned and ordered to clean up on the spot by urban management and comprehensive law enforcement departments; if they refuse to clean up, they shall be fined between 5 and 100 yuan. (1) Spitting or urinating in public; (2) Littering with fruit peels, paper scraps, cigarette butts, and other waste; (3) Posting, writing, engraving, or hanging items on buildings, facilities, or trees without permission; (4) Throwing or burning mourning paper, relics, and other funeral offerings within the urban area. Article 31 Those who violate the provisions of item five of Article 12 of this regulation shall be ordered to rectify by the administrative law enforcement department designated by the municipal government; if they refuse to rectify, they shall be fined 50 yuan; for serious cases, they shall be fined 200 yuan. The administrative law enforcement department designated by the municipal government may entrust organizations with public administration functions to carry out the penalties. Article 32 Those who violate the provisions of Article 13 of this regulation by throwing items onto the road shall be warned by the traffic management department of public security organs and the comprehensive urban management law enforcement department according to their respective responsibilities; they may also be fined 100 yuan. Article 33: Those who violate the provisions of Article 13 of this regulation by jaywalking, running red lights, climbing over isolation barriers, or selling small goods on the road, distributing small cards or advertisements shall be warned by the traffic management department of the public security organ and may be fined not less than 5 yuan and not more than 50 yuan. Article 34: Those who violate the provisions of Article 14 of this regulation by using sound equipment outdoors and causing noise pollution shall be ordered to correct by the urban management and comprehensive law enforcement department, and if they refuse to make corrections, they shall be fined not less than 200 yuan and not more than 500 yuan. Article 35: Those who violate the provisions of Article 14 of this regulation by barbecuing food outdoors in the time periods and areas prohibited by the municipal and county (city, district) people's government, or providing venues for outdoor barbecues, shall be ordered to correct by the administrative law enforcement department designated by the municipal and county (city, district) people's government, have their barbecue tools and illegal earnings confiscated, and be fined not less than 500 yuan and not more than 20,000 yuan. Article 36: Those who violate the provisions of Article 14 of this regulation by burning straw, leaves, garbage, and other substances that generate smoke pollution and irritating odors during the time periods and areas prohibited by the municipal and county (city, district) people's government shall be ordered to correct by the administrative law enforcement department designated by the municipal and county (city, district) people's government, and may be fined not less than 500 yuan and not more than 2,000 yuan. Article 37: Those who engage in uncivil behavior as stipulated in Chapter III of this regulation and refuse to correct or repeatedly violate the rules may be subjected to heavier penalties within the range of administrative penalties prescribed by laws and regulations by the relevant administrative law enforcement department. Article 38: Those who have any of the following circumstances constitute a breach of public order management and shall be dealt with by the public security organ according to law; if a crime is constituted, criminal responsibility shall be pursued according to law: (1) Refusing to cooperate with administrative law enforcement work and refusing to fulfill administrative penalty decisions in violation of the provisions of this regulation; (2) Threatening, insulting, or attacking administrative law enforcement personnel or those who advise, complain, or report; (3) Other serious violations of regulations that have a bad impact. For the circumstances mentioned in the preceding paragraph, the relevant administrative law enforcement department may report to the unit or village (community) committee where the individual is located. Article 39: If a person should be subject to an administrative fine for violating this regulation and voluntarily participates in relevant social services, the relevant administrative law enforcement department may arrange for them to participate in corresponding social services, and based on the individual's completion of social services, may lawfully reduce, mitigate, or exempt the penalties. Article 40: Relevant departments and their staff who do not perform or improperly perform their duties in promoting civilized behavior shall be dealt with by the competent authority as prescribed. Article 41: Violations of this regulation shall be subject to the provisions of laws and regulations if there are other stipulations.  Chapter VI: Supplementary Provisions  Article 42: The management agencies of the Yueyang Economic and Technological Development Zone, the Hunan Chenglingji New Port Area, the Nanhu New District, and the Quyuan Management District shall perform the responsibilities of promoting civilized behavior within their authority. Article 43: This regulation shall come into effect on December 1, 2020. |
| Metadata\_updated | 2024-09-26T11:19:01.735920 |

## All Five Concepts

|  |  |
| --- | --- |
| Key | Value |
| one\_integrating\_law\_morality | 各有关部门和单位应当健全并落实普法责任制，加强文明行为宣传教育，推进法治教育和道德教育相结合，促进法治和德治相辅相成； |
| two\_party\_committee\_leadership | 文明行为促进工作应当构建党委统一领导、政府组织实施、部门各负其责、社会协同推进、公民共同参与的共建共治共享工作格局。 |
| two\_b\_spiritual\_civ\_committee\_leadership | 市、县（市、区）精神文明建设指导委员会统筹推进本行政区域内的文明行为促进工作。 |
| three\_exemplify\_moral\_behavior | 国家机关应当在文明行为促进工作中发挥示范作用。 |
| four\_whole\_society\_promote\_civilised\_behavior | 提升全社会文明意识，促进全社会文明行为。 |
| four\_b\_social\_institutions\_promote\_civilised\_behavior | 工会、共青团、妇联等群团组织应当根据各自章程规定，发挥自身优势，组织开展具有群体特色的文明行为促进活动。 |
| five\_promote\_coconstruction\_cogovernance | 共建共治共享工作格局。 |

## Content

﻿

岳阳市文明行为促进条例

（2020年8月28日岳阳市第八届人民代表大会常务委员会第二十九次会议通过 2020年9月25日湖南省第十三届人民代表大会常务委员会第二十次会议批准）

目 录

第一章 总则

第二章 鼓励与倡导

第三章 规范与遵守

第四章 保障与监督

第五章 法律责任

第六章 附则

第一章 总则

第一条 为了培育和践行社会主义核心价值观，传承和弘扬中华民族传统美德，引导和促进文明行为，提高公民文明素养，推动社会文明进步，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及其相关工作，适用本条例。

本条例所称文明行为，是指以社会主义核心价值观为引领，恪守社会主义道德、遵守法律法规、维护公序良俗、尊重他人合法权益、体现社会进步的行为。

第三条 文明行为促进工作应当构建党委统一领导、政府组织实施、部门各负其责、社会协同推进、公民共同参与的共建共治共享工作格局。

第四条 市、县（市、区）精神文明建设指导委员会统筹推进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文明行为促进工作的指导协调、督促检查、考核评估，每年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，所需经费应当由同级财政予以保障。

市、县（市、区）人民政府工作部门，乡镇人民政府（街道办事处）应当在各自职责范围内做好文明行为促进工作。

村（居）民委员会应当宣传和引导文明行为，劝阻不文明行为，协助开展文明行为促进工作。

第六条 国家机关应当在文明行为促进工作中发挥示范作用。企事业单位、社会团体、其他组织应当积极参与文明行为促进工作。

公民应当积极参与社会公德、职业道德、家庭美德、个人品德建设，遵守文明行为规范和文明行为公约、守则，主动参与文明创建活动，共同维护岳阳文明形象。

第七条  任何单位和公民有权对文明行为促进工作提出意见、建议，对不文明行为进行劝阻、举报，对不履行文明行为促进工作职责的行为进行批评、投诉。

第二章 鼓励与倡导

第八条　鼓励下列文明行为：

（一）积极参与志愿服务活动；

（二）积极参与慈善救助活动；

（三）无偿献血，捐献造血干细胞、人体器官(组织)、遗体；

（四）与自身能力适应的见义勇为；

（五）拾金不昧，主动归还他人失物；

（六）举报违法犯罪行为和公共安全隐患；

（七）其他有益于社会文明进步的行为。

第九条　倡导下列文明行为：

（一）遵守公共礼仪，讲究文明礼貌，使用文明用语，在公共场所衣着得体、不喧哗、不说粗话脏话；

（二）等候服务时依次排队，保持适当距离，有序礼让；

（三）乘坐公共交通工具时，先下后上，主动为老、弱、病、残、孕、幼等需要帮助的乘客让座；

（四）节约能源资源，不使用不可降解塑料制品，绿色出行，优先使用公共交通工具；

（五）文明用餐，使用公勺公筷，厉行节约，减少餐饮浪费；

（六）举办集体婚礼、旅行婚礼等简朴健康的婚庆事宜，不办或者简单办理其他喜庆事宜；

（七）培育尊老爱幼、互敬互爱、男女平等、勤俭持家、邻里和睦、讲究卫生等良好的家教家风，争创文明家庭；

（八）厚养薄葬、节俭治丧、节地生态安葬、绿色环保祭祀；

（九）积极参加全民健身、全民阅读等有益身心健康的文体娱乐活动；

（十）其他有益于自然、社会、家庭和谐发展的行为。

第三章　规范与遵守

第十条 践行爱国主义，遵守下列文明行为规范：

（一）爱护国旗、国徽,尊重国歌；

（二）维护英雄烈士的姓名、肖像、名誉、荣誉；

（三）不宣扬、美化侵略战争和侵略行为；

（四）不发表、传播侮辱和分裂国家的言论；

（五）国家倡导的其他爱国行为。

第十一条 维护公共场所秩序，遵守下列文明行为规范：

（一）不侵占挪用和破坏道路交通、文化体育、环境卫生、园林景观、通信、供排水、供电、供气等公共设施和国防设施；

（二）不损坏消防、应急等设备设施，不损坏电梯、压力容器等特种设备；

（三）不从建（构）筑物内向外抛掷物品，维护窗台、阳台等设施及物品的安全，防止高空坠物；

（四）不占用和堵塞安全出口、疏散通道、消防车通道等公用设施和公共区域，不占用公共绿地和空闲地；

（五）不在道路两侧、住宅小区和公共区域堆放杂物、私搭乱建、私拉乱接电线、办理婚丧事宜；

（六）不在市、县（市、区）人民政府禁止的时段和区域内摆摊设点、经营夜市和从事其他非法占道活动；

（七）不在饮用水水源地、景观水域等市、县（市、区）人民政府禁止垂钓的区域垂钓；

（八）携犬只等宠物外出，应当采取必要的安全和卫生措施，由成年人使用犬链牵引，自觉清理宠物户外粪便，不携带宠物到公共汽车或者到学校、医院、体育场馆等公共场所，不遗弃宠物等；

（九）不在道路、公园、广场、住宅小区等场所开展影响市容市貌和他人生活的商业宣传；

（十）遵守诊疗服务制度，尊重和配合医护人员工作，理性解决医疗纠纷，不扰乱医疗秩序；

（十一）观看文艺演出、体育比赛时，遵守场馆秩序，服从现场管理；

（十二）在图书馆、纪念馆、博物馆、影剧院等室内公共场馆，主动将手机等电子设备调至静音，避免对他人造成影响；

（十三）其他维护公共场所秩序的文明行为规范。

第十二条 维护公共卫生，遵守下列文明行为规范：

（一）不随地吐痰、便溺，不乱扔果皮纸屑、烟头等废弃物，不乱倒垃圾、粪便和污水;

（二）不在建（构）筑物、设备设施及树木上乱贴乱画，乱悬挂物品；

（三）不在禁养区域饲养家禽、家畜；

（四）不在道路、公园、林地等公共区域抛撒、焚烧冥纸、遗物和其他物品；

（五）不在法律法规、规章规定的禁止吸烟区域和市、县（市、区）人民政府划定的禁止吸烟区域吸烟，在非禁止吸烟区域吸烟时应当合理避开他人；

（六）在公共场所咳嗽、打喷嚏时遮掩口鼻，患有流行性感冒等传染性呼吸道疾病时佩戴口罩；

（七）不在公共厕所内乱扔垃圾污物、乱涂乱画、乱贴广告，自觉维护公共厕所清洁、卫生，爱护设备设施；

（八）其他维护公共卫生的文明行为规范。

第十三条 维护交通安全秩序，遵守下列文明行为规范：

（一）按照道路标志、标线、交通信号灯指示通行；

（二）在出入口和拥堵缓行路段互相礼让、有序通行；

（三）主动让行消防车、救护车、应急救援车、工程救险车、警车和其他有紧急情况的车辆；

（四）主动礼让、避让行人，通过积水路段时，减速慢行；

（五）不向车外抛洒物品，不干扰驾驶员安全驾驶；

（六）停放车辆不占用无障碍停车位、盲道等无障碍设施，不妨碍其他车辆、行人通行；

（七）不乱穿马路、闯红灯、翻越隔离栏，通过路口或者横过道路遇机动车礼让时安全、快速通过；

（八）不在交通路口兜售小商品，散发小卡片、小广告等；

（九）其他维护交通安全秩序的文明行为规范。

第十四条 维护生态文明，遵守下列文明行为规范：

（一）不非法猎捕、交易、运输、食用野生动物，不非法买卖和食用野生动物制品；

（二）不乱砍伐、移栽、采摘、践踏公共区域花草树木；

（三）不超过国家规定排放噪音，装饰装修作业、工地施工、跳广场舞等不干扰他人正常生活；

（四）不在市、县（市、区）人民政府禁止的时段和区域内燃放烟花爆竹和施放电子礼炮；

（五）不在市、县（市、区）人民政府禁止的时段和区域内露天烧烤食品，焚烧秸秆、落叶、垃圾等产生烟尘污染和刺激性气味的物质；

（六）减少垃圾生成，遵守垃圾分类存放与处置的规定；

（七）其他维护生态文明的行为规范。

第十五条 文明旅游，遵守下列文明行为规范：

（一）尊重当地历史文化传统、风俗习惯和宗教信仰；

（二）不在景区、景点乱扔垃圾，不在景物、设施上刻划、涂画、张贴、攀爬；

（三）服从景区景点管理，不破坏景区景点秩序，不危害自身和他人人身安全；

（四）其他文明旅游的行为规范。

第十六条 维护网络文明，遵守下列文明行为规范：

（一）网络运营者不得泄露、篡改、毁损其收集的个人信息，未经被收集者同意，不得非法向他人提供个人信息；

（二）不利用网络和相关信息技术侮辱、诽谤、威胁他人或者虚构事实侵犯他人合法权益，不造谣不传谣，不扰乱经济和社会秩序等；

（三）不在网络上散布邪教、封建迷信、淫秽色情、赌博、暴力、恐怖、民族歧视等有害信息，不转发、转载违法和庸俗信息；

（四）其他维护网络文明的行为规范。

第十七条 弘扬文明乡风，遵守下列文明行为规范：

（一）保持房前屋后、庭院内部干净整洁，有效管控生活污水，就地分类生活垃圾并及时清理，消除旱厕，使用卫生厕所；

（二）依法科学处置农用薄膜、农药容器、农作物秸秆等农业废弃物，防止农业面源污染；

（三）不占用道路打谷晒粮、摆摊设点、堆放生产生活物品和操办婚丧及其他事宜；

（四）开展健康有益的文化娱乐活动，传承、弘扬优秀传统文化，不参与赌博、封建迷信、低俗娱乐活动；

（五）爱护村容村貌，保护古建筑、古树木，不私搭乱建；

（六）其他维护文明乡风的行为规范。

第四章 保障与监督

第十八条 市、县（市、区）精神文明建设指导委员会及其工作机构，市、县（市、区）人民政府及其有关部门应当完善文明行为促进的相关工作机制和制度，加强宣传教育和引导，制订有效的工作措施，提升全社会文明意识，促进全社会文明行为。

鼓励开展文明城市、文明村镇、文明单位、文明家庭、文明校园等群众性精神文明创建活动，开展文明社区、文明行业、文明集市、文明旅游风景区、文明餐饮店等创建活动，引导公民提高文明素养，对表现突出、成效显著的单位，按照有关规定予以表彰、奖励。

第十九条 市、县（市、区）人民政府应当安排见义勇为奖励资金，建立健全道德模范、身边好人、优秀志愿者等先进人物的评选、礼遇、帮扶机制，完善相关人员权益保障的政策、措施。

第二十条 市、县(市、区)人民政府应当加强诚信体系建设，逐步建立以公民文明行为信息为依据的表彰奖励机制。

有关行政执法部门应当完善信息共享、案件移送、证据互认机制，对严重不文明行为按照国家规定开展联合惩戒。

第二十一条 市、县（市、区）人民政府应当加强交通、通信、环保、公共文化和卫生、无障碍等设施的规划、建设、维护和管理，为公民文明行为提供保障。

公共文化设施管理单位以及公共场所经营管理单位应当结合各自的职能，有针对性地开展文明行为宣传引导活动，劝阻不文明行为，培养公民的文明意识和文明行为。

政务服务窗口单位、医疗机构、金融机构、景区管理机构、公共服务企业等应当发挥文明服务示范作用，合理设置服务网点、服务窗口，张贴服务标识，优化办事流程，提供规范、便捷、高效、文明的服务。

第二十二条 市、县（市、区）人民政府应当依托新时代文明实践中心建设，支持各类志愿服务组织发展，指导其加强专业能力建设，拓宽志愿服务领域。

鼓励有关单位、组织和公民为开展志愿服务提供场所和其他便利条件。

第二十三条 工会、共青团、妇联等群团组织应当根据各自章程规定，发挥自身优势，组织开展具有群体特色的文明行为促进活动。

第二十四条 国家机关、企事业单位、社会团体、其他组织应当将文明行为规范纳入本单位职业规范要求，将文明行为培训纳入本单位岗位培训内容；对本单位在文明行为方面表现特别突出的工作人员进行表彰、奖励。

村（居）民委员会应当将文明行为规范纳入市民学校、农民学校、道德讲堂等宣传培训内容,培育和引导公民养成文明行为习惯。

第二十五条 市、县（市、区）人民政府有关部门和单位应当按照下列规定加强文明行为促进工作：

（一）各有关部门和单位应当健全并落实普法责任制，加强文明行为宣传教育，推进法治教育和道德教育相结合，促进法治和德治相辅相成；

（二）文化、广播电视等部门应当加强公共文化服务，规划、引导与文明行为促进工作相关的公共文化产品创作、推广、宣传，依法查处文化市场生产经营违法行为，规范文化市场秩序；

（三）教育部门和学校应当将法治宣传教育和文明行为培养纳入教育教学，制定文明行为守则，加强师德师风建设，开展文明行为教育和实践活动，防止校园欺凌，建设安全校园，提升师生文明素养。

（四）城市管理和综合执法、住房和城乡建设、生态环境、农业农村、自然资源和规划等部门应当及时制止城乡建设和管理中的不文明行为，依法查处破坏市容村容环境、损坏公共设施、毁损侵占绿地、私搭乱建、噪声超标、污染水体土壤空气等违法行为；

（五）公安交通管理、交通运输管理等部门应当加强道路交通标识标牌、技术监控设施建设和文明出行宣传，及时制止交通不文明行为，查处交通违法行为；

（六）卫生健康部门、医疗卫生机构应当加强文明行医、文明就医宣传，加强医护人员职业道德建设，优化服务流程，改善医疗服务质量，加强医患沟通，维护公平就医环境；开展健康教育和爱国卫生运动，提高公民健康素养；

（七）市场监管、商务、旅游等部门应当加强工作协调配合，规范行业文明服务，制止不文明经营行为，依法查处欺诈消费者等违法经营行为；

（八）互联网信息管理等部门应当加强网络生态治理，净化网络环境，推动网络文明建设；

（九）民政部门应当加强志愿者组织管理，推进移风易俗和殡葬改革，倡导文明新风，依法制止和纠正不文明行为；

（十）公安机关应当依法查处违反社会治安管理和网络安全等违法行为，依法制止扰乱公共秩序的行为。

第二十六条 广播、电视、报刊、网络媒体、手机客户端和户外广告设施经营管理单位应当刊播公益广告，褒扬和宣传文明行为、先进人物事迹，依法依规曝光和批评不文明行为。

第五章 法律责任

第二十七条 违反本条例第十一条规定，占用、堵塞和封闭安全出口、疏散通道、消防车通道的，由消防救援机构或者市人民政府确定的行政执法部门按照各自职责责令改正，对单位处以五千元以上五万元以下的罚款，对个人处以警告或者五百元以下的罚款。

上述违法行为经责令改正拒不改正的，强制执行，所需费用由违法行为人承担。

第二十八条 违反本条例第十一条规定，未经批准在街道两侧和公共场地区域堆放物料，搭建建（构）筑物或者其他设施，影响市容的，由城市管理综合执法部门责令其停止违法行为，限期清理、拆除或者采取其他补救措施，并可处以一百元以上一千元以下的罚款。

第二十九条 违反本条例第十一条规定，携带犬只外出时未使用犬链牵引、未自觉清理宠物户外粪便或者携带犬只到公共汽车或者到学校、医院、体育场馆等公共场所，给他人造成影响的，由公安机关处以警告；警告后拒不改正的，处二百元以上五百元以下的罚款。

第三十条 违反本条例第十二条规定，有下列行为之一的，由城市管理和综合执法部门处以警告并责令当场清理，拒不清理的，处以五元以上一百元以下的罚款。

（一）随地吐痰、便溺；

（二）乱扔果皮纸屑、烟头等废弃物；

（三）擅自在建（构）筑物、设备设施及树木上张贴、涂写、刻画和张挂物品；

（四）在市区抛撒、焚烧冥纸、遗物和其他丧葬祭奠物品。

第三十一条 违反本条例第十二条第五项规定的，由市人民政府确定的行政执法部门责令改正，拒不改正的，处五十元的罚款；情节严重的，处二百元的罚款。

市人民政府确定的行政执法部门可以委托具有管理公共事务职能的组织实施处罚。

第三十二条 违反本条例第十三条规定，向道路上抛撒物品的，由公安机关交通管理部门、城市管理综合执法部门按照各自职责处以警告，并可处一百元的罚款。

第三十三条 违反本条例第十三条规定，乱穿马路、闯红灯、翻越隔离栏或者在道路上兜售小商品，散发小卡片、小广告的，由公安机关交通管理部门处以警告，并可处五元以上五十元以下的罚款。

第三十四条 违反本条例第十四条规定，在户外使用音响器材造成噪声污染的，由城市管理综合执法部门责令改正，拒不改正的，处二百元以上五百元以下的罚款。

第三十五条 违反本条例第十四规定，在市、县（市、区）人民政府禁止的时段和区域内露天烧烤食品或者为露天烧烤提供场地的，由市、县（市、区）人民政府确定的行政执法部门责令改正，没收烧烤工具和违法所得，并处五百元以上二万元以下的罚款。

第三十六条 违反本条例第十四条规定，在市、县（市、区）人民政府禁止的时段和区域焚烧秸秆、落叶、垃圾等产生烟尘污染和刺激性气味的物质的，由市、县（市、区）人民政府确定的行政执法部门责令改正，并可处五百元以上二千元以下的罚款。

第三十七条 实施本条例第三章规定的不文明行为，拒不改正或者多次违反的，有关行政执法部门可以在法律法规规定的行政处罚幅度范围内从重处罚。

第三十八条 有下列情形之一，构成违反治安管理行为的，由公安机关依法处理；构成犯罪的，依法追究刑事责任：

（一）违反本条例规定，拒不配合行政执法工作，拒不履行行政处罚决定；

（二）以威胁、侮辱、殴打等方式打击报复行政执法人员或者劝阻人、投诉人、举报人；

（三）违反本条例规定，情节严重、影响恶劣的其他情形。

对于前款规定的情形，有关行政执法部门可以依法通报所在单位或者村（居）民委员会。

第三十九条 因违反本条例规定应当受到行政罚款处罚的，违法行为人自愿参加相关社会服务，有关行政执法部门可以安排其参加相应的社会服务，并根据违法行为人完成社会服务的情况，依法从轻、减轻或者免除对违法行为人的处罚。

第四十条 相关部门及其工作人员在文明行为促进工作中不履行、不正确履行职责行为的，由相应主管机关按照规定予以处理。

第四十一条 违反本条例，法律法规另有规定的，从其规定。

第六章 附则

第四十二条 岳阳经济技术开发区、湖南城陵矶新港区、南湖新区、屈原管理区的管理机构在职权范围内履行文明行为促进工作职责。

第四十三条 本条例自2020年12月1日起施行。