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| Url | ./detail2.html?ZmY4MDgwODE3NDkxNTdiMjAxNzRhMDJiMDMyNDA3MDI%3D |
| Translated\_content | Guangzhou City Civilized Behavior Promotion Regulations  (Adopted at the 38th meeting of the Standing Committee of the 15th People's Congress of Guangzhou on June 30, 2020; approved by the 22nd meeting of the Standing Committee of the 13th People's Congress of Guangdong Province on July 29, 2020)  Chapter One General Principles  Article 1 In order to cultivate and practice the core socialist values, promote civilized behavior, and improve the level of social civilization, these regulations are formulated in accordance with relevant laws and regulations, combined with the actual situation of this city. Article 2 These regulations apply to the promotion of civilized behavior and related activities within the administrative area of this city. Article 3 The work of promoting civilized behavior, guided by Xi Jinping's Thought on Socialism with Chinese Characteristics for a New Era, adheres to the leadership of the party committee and government promotion, fully plays the role of citizens as the main body, and follows the basic principles of combining rule of law and moral governance, prioritizing education, adopting both rewards and punishments, and promoting joint construction, joint governance, and shared benefits by the whole society. Article 4 The Municipal and District Spiritual Civilization Construction Committees are responsible for coordinating, guiding, and coordinating the promotion of civilized behavior within their respective administrative areas. The Offices of the Municipal and District Spiritual Civilization Construction Committees are responsible for the daily work of promoting civilized behavior and shall perform the following duties: (1) Formulate and organize the implementation of plans and programs for promoting civilized behavior; (2) Establish and improve the responsibility system for promoting civilized behavior and assessment system; (3) Establish and improve the evaluation system for civilized behavior; (4) Supervise and inspect the promotion of civilized behavior; (5) Organize and carry out activities for promoting civilized behavior, such as publicity and commendation; (6) Other responsibilities related to the promotion of civilized behavior. Article 5 The Municipal and District People's Governments shall incorporate the promotion of civilized behavior into the national economic and social development plan, and the required funds shall be included in the annual financial budget at the same level. Relevant departments and units of the Municipal and District People's Governments shall perform their duties in promoting civilized behavior according to the division of responsibilities. Town People's Governments and street offices shall implement various measures to promote civilized behavior within their scope of responsibilities. Article 6: Trade unions, the Communist Youth League, the Women's Federation, and other mass organizations shall carry out the work of promoting civilized behavior according to their respective responsibilities. Resident committees and village committees shall do a good job in the publicity, education, and guidance of civilized behavior, incorporate civilized behavior norms into community resident agreements and village regulations, and assist in promoting civilized behavior. Enterprises, public institutions, social organizations, etc., shall incorporate civilized behavior norms into their management regulations, club rules, and so on, guiding members to participate in activities that promote civilized behavior. Encourage units and individuals to participate in the promotion of civilized behavior through investment of funds, technology, labor, and intellectual achievements. Article 7: Public officials, advanced role models, and public figures should play a leading role in promoting civilized behavior. Article 8: Citizens should be loyal to their country, inherit traditional Chinese virtues, respect heroes and role models, learn from the advanced, enhance national confidence, and consciously safeguard national interests. This city advocates inheriting excellent Lingnan traditional culture, promoting an open, inclusive, pragmatic, and innovative spirit. Citizens should pay attention to civilized etiquette in international exchanges and showcase the civilized demeanor of an important national central city.  Chapter 2: Basic Norms of Civilized Behavior  Article 9: Units and individuals shall abide by laws, regulations, and norms of civilized behavior, maintain public order and good customs, actively participate in the construction of social ethics, professional ethics, family virtues, and personal morality, and consciously resist uncivilized behavior. Article 10: Administrative law enforcement departments shall formulate civilized law enforcement norms, strengthen the training and management of law enforcement personnel, and enhance the civilized law enforcement capabilities and level of law enforcement officers. Law enforcement personnel shall enforce the law in a civilized manner, dress appropriately, maintain a tidy appearance, and use polite language. Article 11: Units engaged in government services shall formulate civilized service norms, make service commitments public, disclose service procedures and guidelines, establish efficient complaint handling mechanisms, and improve the level of government services. Article 12: Public service industries and units shall formulate civilized service norms, incorporate them into professional qualification requirements and training content, and take measures to guide civilized behavior in service locations, strengthening guidance on civilized behavior. Service units such as gas, water supply, electricity, telecommunications, medical institutions, public transport, financial institutions, express delivery, and food delivery shall display service signage, provide services transparently, and accept supervision. Encourage relevant industry associations to formulate civilized service norms to enhance the service level of the industry. Article 13: Citizens should respect social morality, follow civilized etiquette in public places, and consciously abide by the following regulations: (1) Behave civilly, dress appropriately, and refrain from loud noises and using foul language; (2) When watching or listening to audio-visual materials in indoor public places, headphones should be worn; (3) When engaging in cultural and entertainment activities in outdoor public places, control the volume reasonably, and do not disturb others' life, work, and study; (4) Smoking is prohibited in areas where smoking is forbidden; (5) If diagnosed with an infectious disease, effective measures such as wearing a mask should be taken to prevent transmission to others; (6) Comply with the 'one-meter line' civilized guidance signs set by public venue management units; (7) Follow the queue order, do not cut in line or push each other, and when taking buses, subways, or elevators, enter after exiting; (8) Protect public facilities, do not occupy, damage, or misuse public facilities inappropriately; (9) When watching movies, performances, or sports events, observe relevant etiquette, do not disturb other audiences, and do not throw objects into the venue; (10) When operating drones and other smart devices and facilities, relevant regulations must be followed, and actions that endanger public safety and harm others' legal rights and interests regarding their person and property are prohibited; (11) In the event of an emergency, obey the on-site command, cooperate with emergency response, and do not gather or watch blindly; (12) Other civilized norms that should be observed in public places. Article 14. Units and individuals should abide by traffic safety management laws and regulations, practice civilized travel, and consciously adhere to the following provisions:  (1) When driving a vehicle, do not use a phone or other electronic products in hand, do not change lanes indiscriminately, weave in and out, cut in, occupy emergency lanes, and do not misuse lights and horns;  (2) When driving a vehicle to pedestrian crossings, reduce speed; when pedestrians are crossing on the pedestrian crossing, stop to yield; when encountering special vehicles such as police cars, fire trucks, ambulances, and engineering rescue vehicles on a mission, yield proactively;  (3) Drivers or passengers must not engage in behaviors that affect safe driving, and must not throw objects out of the vehicle;  (4) Motor vehicles should be parked in parking lots and designated parking spaces, and must not occupy sidewalks, blind paths, fire lanes, or spaces reserved for disabled persons, nor hinder the normal passage of other vehicles and pedestrians;  (5) Internet-leased bicycles and other non-motorized vehicles should be parked orderly in designated parking areas; if there are no designated parking areas, parking must not obstruct the passage of other vehicles and pedestrians;  (6) Bus, taxi, and online ride-hailing vehicle drivers should treat customers politely, provide standardized services, keep vehicles clean and tidy, and must not stop illegally when boarding or alighting passengers; they must not refuse service or engage in deceptive practices;  (7) Delivery companies, such as those for express delivery and takeout, should establish internal traffic safety management systems, strengthen traffic safety education for employees, eliminate safety hazards when using vehicles, and delivery personnel should comply with traffic safety norms, and must not engage in behaviors that obstruct road traffic safety;  (8) When using public transportation, be polite and cooperate with safety checks; do not carry flammable, explosive, or other dangerous goods, must not carry items with strong odors, and when using public transport that requires ticketed seating, must not occupy others' seats;  (9) Pedestrians should walk on the sidewalk, and when crossing intersections or streets, should use pedestrian crossings or crossing facilities; when passing through pedestrian crossings with traffic lights, pedestrian should follow the traffic light instructions, must not jaywalk, and must not climb over or lean against road isolation facilities; (10) In public transportation places such as airports, train stations, subway stations, and bus stations, it is prohibited to beg or pile up miscellaneous items. It is also prohibited to block vehicles, stay on the roadway, or engage in activities such as distributing advertisements and selling items that hinder traffic safety; (11) Other traffic civilization norms that should be followed. Article 15 Units and individuals shall maintain the public environment, enhance awareness of ecological environment protection, and consciously abide by the following regulations: (1) Sort and throw away domestic waste; littering with fruit peels, packaging, paper scraps, cigarette butts, chewing gum, and other waste is not permitted; spitting or relieving oneself in public is prohibited; (2) It is prohibited to illegally post, write, carve, or hang promotional materials on the outer walls of buildings or structures, hallways, staircases, utility poles, outdoor pipelines, and other outdoor facilities; (3) It is prohibited to burn leaves, garbage, or other waste in open spaces and inside trash collection containers; (4) It is prohibited to discharge excrement, waste, and pollutants that do not meet discharge standards into oceans, rivers, streams, lakes, and agricultural, forest, grass, and wetland areas; (5) Care for flowers, grass, trees, and do not transplant carelessly; do not carve or pick flowers and fruits without permission; (6) Care for wild animals; it is prohibited to illegally capture, kill, trade, and consume wild animals, and to trade and consume illegal wild animal products; (7) Other ecological environment civilization norms that should be followed. Article 16 Units and individuals shall jointly maintain community public civility, promote harmony and mutual help among neighbors, and consciously abide by the following regulations: (1) Abide by community residents' agreements and management regulations, and cooperate with community workers and property service enterprises to carry out service and management work according to relevant regulations; (2) Raise pets civilly, without disturbing others' normal lives, endangering others' safety, abusing or abandoning pets, and it is prohibited to raise poultry and livestock in urban residential communities; (3) It is prohibited to throw objects from high places to prevent damage caused by the falling of building attachments, suspended objects, or placed items; (4) During indoor renovation, decoration, or entertainment and sports activities, effective measures should be taken to control volume, ensure safety, and avoid disturbing nearby residents' normal lives; (5) It is prohibited to occupy public spaces, damage shared facilities, pile up miscellaneous items in public areas, hang or place unsightly items in public places, and illegally build or modify buildings or structures; (6) Other community public civilization norms that should be followed. Article 17 Units and individuals shall jointly cultivate a civilized rural atmosphere and simple folk customs, and consciously abide by the following regulations: (1) Keep streets and courtyards clean and tidy, do not occupy public alleyways to place miscellaneous items, concentrate poultry and livestock in enclosed spaces, and promptly clean up the manure of raised poultry and livestock; (2) It is prohibited to construct or modify houses in violation of regulations; (3) No unauthorized construction of graves is allowed; (4) Other rural civility norms that should be adhered to. Article 18 Citizens should focus on family virtues, create a harmonious family atmosphere, cultivate, inherit, and promote good family traditions, and consciously abide by the following provisions:  (1) Respect elders and support the elderly; (2) Couples should live in harmony and treat each other equally; (3) Care for the healthy growth of minors, educate and restrain minors to comply with civilized behavior norms, and cultivate civilized behavior habits; (4) Family members should support each other and must not abandon or abuse one another; (5) Other family civility norms that should be observed. Article 19 Schools should incorporate civilized behavior norms into the scope of legal education and moral education, and construct a civilized campus, consciously observing the following provisions:  (1) Establish teacher civility and etiquette norms, strengthen the building of teacher ethics and style, organize and guide teachers to model compliance with professional ethics norms, and must not hit or insult students;  (2) Incorporate the requirements for civilized behavior into the curriculum system and the overall quality evaluation system of students, formulate measures to prevent campus bullying, educate students to respect teachers and work together in friendship, and cultivate civilized behavior habits. Students, parents, guardians, and other individuals should respect teachers, comply with school rules and regulations, and must not engage in behaviors that disrupt teaching order and harm the personal safety of teachers and students. Article 20 Operators should operate legally, be honest and trustworthy, and compete fairly, consciously obeying the following provisions:  (1) Treat customers politely;  (2) Price clearly;  (3) No forced transactions;  (4) No false or misleading advertising;  (5) No selling counterfeit or inferior goods and infringing products;  (6) No malicious competition;  (7) No collecting or using consumers' personal information without consent, and not leaking consumers' personal information; Prohibited from engaging in other behaviors that infringe upon the lawful rights and interests of consumers. Article 21 Citizens should abide by tourism norms and visiting etiquette while sightseeing, consciously adhering to the following regulations: 1. Respect the local historical and cultural traditions, customs, religious beliefs, and ceremonial taboos; 2. Obey the guidance and management of scenic spots, take care of public facilities, and refrain from actions that jeopardize the safety of others and oneself; 3. Protect cultural relics, historical sites, and other important historical and cultural heritage, and refrain from carving, painting, posting, or climbing; 4. In solemn and serious scenic spots with memorial facilities for heroes and martyrs, no playful behavior is permitted; actions that harm the atmosphere of the scenic spot are prohibited; 5. Protect the memorial facilities for heroes and martyrs, and refrain from actions that distort, defame, desecrate, or deny the image and deeds of heroes and martyrs; 6. Other tourism civility norms that should be followed. Article 22 Both medical staff and patients should jointly maintain a good medical environment and create a harmonious doctor-patient relationship, consciously adhering to the following regulations: 1. Medical staff should respect patients, adhere to medical ethics, respect patients' rights to know, consent, and privacy, keep medical secrets and health information confidential, and protect patients' lawful rights and interests; 2. Medical staff shall not engage in excessive diagnosis and treatment, shall not demand or illegally accept patients' property, and shall not exploit their professional position for improper benefits; 3. Patients and their families should respect medical staff and medical principles, abide by medical order, maintain cleanliness and quiet in treatment areas, follow the guidance of staff, cooperate in ongoing medical activities, and must not discard medical waste carelessly; 4. Patients and their families should utilize legal means to resolve medical disputes and must not insult, abuse, threaten, beat, or kidnap medical staff, or gather to create disturbances; 5. Other medical civility norms that should be followed. Article 23 Organizations and individuals should regulate online behavior, create a safe, healthy, and clear online environment, and consciously follow the following regulations: 1. Use civilized language and must not insult or libel others; 2. Keep state secrets and commercial secrets, respect others' privacy, and without authorization, must not disclose others' portraits, identities, home addresses, or other personal information; 3. Must not issue or disseminate audiovisual materials and information containing superstition, pornography, gambling, violence, and other content; 4. Must not fabricate and spread false information; 5. Must not infringe upon intellectual property rights; 6. Other internet civility norms that should be followed.  Chapter 3 Promoting and Encouraging Civil Behavior  Article 24 Advocating a healthy, civilized, and environmentally friendly lifestyle, the following civil behaviors are encouraged: (1) Implementing a meal-sharing system and using public chopsticks and spoons; (2) Reducing the use of disposable products, prioritizing recyclable products, and rejecting excessive packaging; (3) Prioritizing public transportation when traveling, and turning off engines when motor vehicles are parked for a long time; (4) Saving resources such as water, electricity, fuel, and natural gas, and promoting the use of green new energy; (5) Practicing rational consumption, rejecting extravagance and waste, and engaging in frugal ways for marriage, funerals, and other activities. Article 25 Promoting mutual assistance and care, encouraging the provision of help within one's capability to others. Encouraging citizens with rescue skills to provide on-site assistance when others suffer injuries or face other life and health dangers. Encouraging people to call emergency service numbers such as 120 for emergencies, 110 for police assistance, and 119 for fire emergencies on behalf of those in need. Article 26 Caring for and respecting groups such as the disabled, the elderly, and minors, and providing convenient facilities, information, and services for their participation in social life. When using public transport, advocating for offering seats to elderly, weak, ill, disabled, pregnant passengers, and those carrying infants. Encouraging and supporting organizations and individuals to set up caring service points and public reading areas, providing drinking water, meal heating, shelter from wind and rain, and places to read for outdoor workers like sanitation workers. Article 27 Encouraging and supporting citizens to take lawful and appropriate measures to act courageously within their capacity. If those who act courageously and their relatives encounter disputes arising from their courageous actions and seek legal aid, legal aid agencies should provide timely assistance. Persons who meet the recognition criteria for courageous acts should be recognized in accordance with the relevant regulations and be rewarded and guaranteed. Article 28 Encouraging and supporting voluntary blood donation, and the donation of hematopoietic stem cells, human tissues, and organs. Blood donors, donors, their spouses, and direct relatives shall receive priority and preferential treatment in clinical blood use, hematopoietic stem cell transplantation, human tissue and organ transplantation, and other areas in accordance with relevant regulations. Article 29: Encourage and support participation in volunteer service activities and the establishment of various volunteer service organizations in accordance with the law. Relevant units shall provide convenience and guarantees for volunteers and volunteer service organizations to carry out volunteer services. Those who actively participate in volunteer service activities may receive priority volunteer service in times of difficulty in accordance with relevant regulations. City and district people's governments shall establish a guarantee and incentive mechanism for volunteer services, safeguarding the legitimate rights and interests of volunteers and volunteer service organizations. Article 30: Encourage and support participation in charitable activities such as poverty alleviation, assistance to the elderly, disabled assistance, relief for the needy, education assistance, disaster relief, medical assistance, and environmental protection, and protect the legitimate rights and interests of parties involved in charitable activities. Donations of property for charitable activities shall享受税收优惠 in accordance with the law. Article 31: Encourage and support the establishment of social psychological service institutions, improve the social psychological service system, guidance mechanisms, and crisis intervention mechanisms, and cultivate a social mindset of self-esteem, self-confidence, rational peace, and positivity.  Chapter 4: Promotion and Guarantee of Civilized Behavior  Article 32: City and district people's governments and relevant departments shall carry out publicity and education on the socialist core values, excellent traditional Chinese culture, social morality, professional ethics, family virtues, personal ethics, and laws and regulations through new era civilization practice sites, citizen schools, moral lecture halls, media, and other means. Relevant departments such as publicity, news publishing, cultural radio and television tourism, legal education, market supervision, transportation, telecommunications management, urban management, etc., shall strengthen the publicity, education, and guidance of civilized behavior norms within their scope of responsibilities, and spread advanced deeds of civilized behavior. Article 33: Encourage mass media and public places to publish public welfare advertisements, set up promotional sections or special programs for civilized behavior, actively spread advanced examples of civilized behavior, expose uncivilized phenomena, and create a social atmosphere that promotes civilized behavior. Encourage, support, and guide state organs, enterprises, institutions, and other organizations to participate in civilized behavior publicity within their units through setting up publicity boards for civilized behavior, honor walls, reminder signs, and other means. Encourage units and individuals to innovate methods of civilized behavior publicity and actively participate in public welfare publicity for civilized behavior. Article 34: City and district people's governments and their relevant administrative departments shall establish and improve the commendation and support system for civilized behavior. City and district people's governments and their relevant administrative departments shall enhance the construction of civilized cities, civilized communities, civilized villages and towns, civilized units, civilized campuses, and civilized families. Those with outstanding performance and significant results shall be commended and rewarded in accordance with relevant regulations. Honor titles of units and individuals, commendations and rewards for civilized behavior, etc., shall be recorded in credit files on a voluntary basis. Encourage state organs, enterprises, institutions, and other organizations to select, commend, and reward the civilized behavior of their employees and members. Encourage employers to prioritize the recruitment or appointment of moral models, good people around them, and outstanding volunteers under the same conditions. Article 35: The city regularly holds the "Guangzhou Model" press conference to publish and promote the exemplary deeds of the Guangzhou models. Article 36: The city establishes a platform for recording civilized behaviors, disclosing units and individuals who have received honors such as civilized units, moral models, good people nearby, and outstanding volunteers, and timely exposing severely negative uncivilized phenomena. The publication of honorary titles should obtain the consent of the relevant units and individuals. When exposing severely negative uncivilized phenomena on the civilized behavior recording platform, the platform manager shall take measures to protect the information of relevant units and individuals, and must not disclose state secrets, commercial secrets, or infringe on personal privacy and other legitimate rights. The civilized behavior recording system shall be formulated separately by the office of the Municipal Spiritual Civilization Construction Committee in conjunction with relevant departments. Article 37: The municipal and district people's governments and relevant departments shall gradually improve the planning, construction, and management of the following facilities: (1) Traffic facilities such as roads, bridges, traffic signs, electronic monitoring, etc.; (2) Municipal facilities such as non-motorized vehicle lanes, crosswalks, pedestrian overpasses, underground passages, landscaping lighting, parking spaces for motor vehicles and non-motorized vehicles, elderly care facilities, rain and sewage diversion, and sewage discharge systems; (3) Accessible facilities in public places such as blind pathways, ramps, elevators, and emergency facilities, equipment, and medicines in key locations; (4) Sanitation facilities such as public toilets, garbage classification bins, garbage classification storage and transportation, and their signs; (5) Place name signs in residential communities, streets, buildings, and doorplates; (6) Theme landscapes related to the core socialist values, civilized behavior guidance signs, and public service advertising facilities; (7) Other facilities related to promoting civilized behavior. Public places such as airports, train stations, bus stations, subway stations, passenger terminals, highway service areas, government service halls, medical institutions, large shopping malls, scenic spots, parks, etc., and national agencies, enterprises, and institutions with a concentration of female employees shall be equipped with convenient facilities such as maternity rooms in accordance with relevant regulations and encouraged to set up third gender bathrooms. The operators and managers of the facilities mentioned in the previous paragraph shall enhance daily maintenance and management, ensuring that the facilities are intact, usable, clean, and orderly, and display prominent civilized reminders. Article 38: The office of the Municipal Spiritual Civilization Construction Committee shall regularly organize inspections and evaluations of the promotion of civilized behavior in the city. The municipal and district offices of the Spiritual Civilization Construction Committee shall establish and improve the civilized behavior assessment system in their regions, regularly conduct civilized index evaluations, and publish the results to the public. Relevant administrative departments shall establish and improve the civilized behavior assessment system within their systems, conduct evaluations regularly, and publish the findings to the public. Encourage national agencies, enterprises, institutions, and other organizations to carry out annual self-evaluation activities for the promotion of civilized behavior. Article 39: Departments, towns, streets, and communities responsible for promoting civilized behavior can recruit public civilized behavior guiding volunteers to assist in publicity about civilized behaviors and the discouragement and cessation of uncivilized behaviors. Public civilized behavior guiding volunteers should use civilized language and normative actions when advising or stopping uncivilized behavior. Article 40: State organs, enterprises, public institutions, and other organizations may carry out special activities for civilized behavior through methods such as "Civilized Behavior Week" and "Civilized Behavior Month."  Chapter Five: Governance of Uncivilized Behavior  Article 41: The municipal and district people's governments shall strengthen their efforts in managing uncivilized behavior and enhance the construction of the governance system for uncivilized behavior. The following administrative departments shall carry out governance work for uncivilized behavior within their respective responsibilities: (1) Public security organs shall timely stop and investigate uncivilized behaviors in areas such as traffic and public order, enhancing the level of societal civility; (2) Transportation departments shall strengthen supervision and management of public transportation operators, such as subways, buses, and taxis, improve the professional ethics and civilized quality of practitioners, and elevate the level of civilized services; (3) Departments such as housing and urban-rural development, urban management, ecological environment, forestry and landscaping, and water affairs shall timely stop uncivilized behaviors in urban and rural construction and management, legally investigate illegal construction, damage to public facilities, pollution of the ecological environment, destruction of city appearance, damage to greening, pollution of water quality, and other illegal acts; (4) The internet information administrative department shall strengthen the construction of online civility, improve the management and supervision mechanism of internet content, enhance monitoring and regulation of uncivilized behavior online, and assist public security organs in investigating illegal acts of internet information dissemination. Departments such as health, education, commerce, culture, radio and television tourism, market supervision and administration, and agriculture and rural affairs shall establish a routine inspection system to timely discover, stop, and investigate uncivilized behavior in relevant fields. Article 42: This city implements a key governance list system for prominent uncivilized behaviors. The office of the Municipal Spiritual Civilization Construction Committee shall organize the formulation of the key governance list for uncivilized behavior. The formulation of the list shall go through procedures such as soliciting public opinions and shall be approved by the Municipal Spiritual Civilization Construction Committee before being published to the public. The office of the Municipal Spiritual Civilization Construction Committee shall regularly adjust the contents of the key governance list in accordance with the current situation and goals of promoting civilized behavior in this city, as stipulated in the preceding paragraph. Article 43: The offices of the municipal and district Spiritual Civilization Construction Committees shall formulate key governance work plans based on the key governance list, determine the time periods and areas for implementation, clarify the work tasks, deadlines, and work objectives of each administrative management department, and designate relevant personnel to follow up on the implementation of the work plan. Article 44: The office of the Municipal Spiritual Civilization Construction Committee shall prepare an annual report based on the situation of key governance of uncivilized behavior in this city, and after approval by the Municipal Spiritual Civilization Construction Committee, it shall be made public. Article 45: The municipal and district people's governments and relevant departments shall establish and improve cooperation and coordination mechanisms in accordance with the requirements of the key governance work plan, carry out key supervision, joint inspections, and joint law enforcement for uncivilized behavior governance, and regularly disclose inspection and governance situations to the public. Article 46: Enterprises, public institutions, and social organizations shall organize relevant staff to dissuade and stop uncivilized behavior within their workplaces, business sites, or service areas; for behaviors that are illegal, they shall promptly inform administrative law enforcement departments and assist in investigations. Units and individuals have the right to provide opinions and suggestions on the promotion of civilized behavior, to complain or report situations where the responsibilities for promoting civilized behavior are not fulfilled, and to dissuade, stop, and report uncivilized behaviors. Article 47: If laws and regulations already have penalties for uncivilized behaviors specified in these provisions, those provisions shall prevail. Article 48: If relevant departments, agencies, and their staff violate the provisions of this regulation and fail to perform their duties according to law, they shall be ordered by the competent authority to rectify the situation, and disciplinary actions shall be taken against the responsible leaders and directly responsible personnel according to law; if a crime is constituted, criminal responsibility shall be pursued according to law.  Chapter Six: Supplementary Provisions  Article 49: 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 | 遵循法治与德治相结合、教育先行、奖惩并举和全社会共建、共治、共享的基本原则。 |
| two\_party\_committee\_leadership | 坚持党委领导、政府推进，充分发挥公民主体作用， |
| two\_b\_spiritual\_civ\_committee\_leadership | 市、区精神文明建设委员会负责统筹、指导、协调本行政区域内文明行为促进工作。 |
| three\_exemplify\_moral\_behavior | 公职人员、先进模范人物、社会公众人物应当在文明行为促进工作中发挥表率作用。 |
| four\_whole\_society\_promote\_civilised\_behavior | 全社会共建、共治、共享的基本原则。 |
| four\_b\_social\_institutions\_promote\_civilised\_behavior | 工会、共青团、妇联等群团组织，按照各自职责做好文明行为促进工作。 |
| five\_promote\_coconstruction\_cogovernance | 全社会共建、共治、共享的基本原则。 |

## Content

﻿广州市文明行为促进条例

（2020年6月30日广州市第十五届人民代表大会常务委员会第三十八次会议通过 2020年7月29日广东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 为了培育和践行社会主义核心价值观，促进文明行为，提高社会文明程度，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的文明行为促进工作及相关活动。

第三条 文明行为促进工作在习近平新时代中国特色社会主义思想指导下，坚持党委领导、政府推进，充分发挥公民主体作用，遵循法治与德治相结合、教育先行、奖惩并举和全社会共建、共治、共享的基本原则。

第四条 市、区精神文明建设委员会负责统筹、指导、协调本行政区域内文明行为促进工作。

市、区精神文明建设委员会办公室负责文明行为促进日常工作，履行下列职责：

（一）制定并组织实施文明行为促进工作规划和计划；

（二）建立健全文明行为促进工作目标责任制和考评制度；

（三）建立健全文明行为评估体系；

　　（四）监督检查文明行为促进工作情况；

（五）组织开展文明行为宣传、表彰等活动；

　　（六）其他文明行为促进工作职责。

第五条 市、区人民政府应当将文明行为促进工作纳入国民经济与社会发展规划，所需经费列入同级年度财政预算。

市、区人民政府有关部门和单位应当按照职责分工做好文明行为促进工作。

镇人民政府、街道办事处应当在职责范围内，落实各项文明行为促进措施。

第六条 工会、共青团、妇联等群团组织，按照各自职责做好文明行为促进工作。

居民委员会、村民委员会应当做好文明行为的宣传、教育、引导，将文明行为规范纳入社区居民公约、村规民约，协助做好文明行为促进工作。

企业事业单位、社会组织等应当将文明行为规范纳入各自的管理规约、社团守则等，引导成员参与文明行为促进活动。

鼓励单位和个人通过投入资金、技术、劳动力、智力成果等方式参与文明行为促进工作。

第七条 公职人员、先进模范人物、社会公众人物应当在文明行为促进工作中发挥表率作用。

第八条 公民应当忠于祖国，传承中华传统美德，崇尚英雄、尊重模范、学习先进，增强民族自信心，自觉维护国家利益。

本市倡导传承优秀岭南传统文化，弘扬开放、包容、务实、创新的精神，公民应当注重国际交往文明礼仪，展现国家重要中心城市文明风貌。

第二章 文明行为基本规范

第九条 单位和个人应当遵守法律、法规和文明行为规范，维护公序良俗，积极参与社会公德、职业道德、家庭美德、个人品德建设，自觉抵制不文明行为。

第十条 行政执法部门应当制定文明执法规范，加强执法人员培训和管理，提升执法人员文明执法能力和水平。

行政执法人员应当文明执法，着装规范、仪容整洁、语言文明。

第十一条 从事政务服务的单位应当制定文明服务规范，公开服务承诺，公示办事流程和指南，建立高效的投诉处理机制，提升政务服务水平。

第十二条 公共服务行业、单位应当制定文明服务规范，将其纳入执业规范要求和岗位培训内容，并在服务场所采取文明行为引导措施，加强文明行为引导工作。

燃气、供水、供电、通讯、医疗机构、公共交通、金融机构、快递、外卖等服务单位应当挂牌上岗、亮牌服务、接受监督。

鼓励相关行业协会制定文明服务规范，提升行业服务水平。

第十三条 公民应当尊重社会公德，遵循公共场所文明礼仪，自觉遵守下列规定：

（一）举止文明，衣着得体，不得大声喧哗、使用粗言秽语；

（二）在室内公共场所收看、收听视听资料时，应当佩戴耳机；

（三）在户外公共场所进行文娱活动时，合理控制音量，不得影响他人的生活、工作和学习；

（四）在禁止吸烟场所或者区域内，不得吸烟；

（五）患有传染性疾病时，采取佩戴口罩等有效措施防止传染他人；

（六）遵守公共场所经营管理单位设置的“一米线”文明引导标识；

（七）遵守排队秩序，不得插队、相互推搡，乘坐公交车、地铁、升降电梯时先出后进；

（八）爱护公共设施，不得侵占、损毁或者以不恰当方式使用公共设施；

（九）观看电影、演出、体育比赛时，遵守相关礼仪，不得影响其他观众，不得向场内抛掷物品；

（十）操控无人机等智能设备设施应当遵守相关规定，不得危害公共安全和损害他人的人身、财产等合法权益；

（十一）遇突发事件，服从现场指挥，配合应急处置，不得盲目聚集、围观；

（十二）应当遵守的其他公共场所文明规范。

第十四条 单位和个人应当遵守交通安全管理法律、法规，文明出行，自觉遵守下列规定：

（一） 驾驶车辆时，不得以手持方式使用电话或者其他电子产品，不得随意变道、穿插、加塞、占用应急车道，不得违规使用灯光和喇叭；

（二）驾驶车辆至人行横道时，应当减速行驶，行人正在人行横道通行时，应当停车让行，遇到正在执行任务的警车、消防车、救护车、工程救险车等特殊车辆时，应当主动让行；

（三）驾驶人或者乘车人不得实施影响安全驾驶的行为，不得向车外抛洒物品；

（四）机动车应当停放在停车场和规定的停车泊位内，不得占用人行道、盲道、消防通道、残疾人专用车位等，不得妨碍其他车辆和行人正常通行；

（五）互联网租赁自行车等非机动车应当有序停放在划定的停放区内，未设定停放区域的，停放不得妨碍其他车辆和行人通行；

（六）公共汽车、巡游出租汽车、网络预约出租汽车驾驶人应当文明待客、规范服务，保持车辆干净整洁，上下客时不得违规停靠，不得甩客、欺客和无故拒载；

（七）快递、外卖等物流配送企业应当建立企业内部交通安全管理制度，加强从业人员交通安全教育，消除使用车辆的安全隐患，快递、外卖等物流配送从业人员应当遵守交通安全规范，不得实施妨碍道路交通安全的行为；

（八）乘坐公共交通工具时，文明礼让，配合安全检查，不得携带易燃易爆等危险物品，不得随身携带散发异味的物品，乘坐需对号入座的公共交通工具时，不得占用他人座位；

（九）行人应当在人行道内行走，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，应当按照交通信号灯指示通行，不得乱穿马路，不得跨越、倚坐道路隔离设施；

（十）在机场、火车站、地铁站、汽车站等公共交通场所内，不得乞讨、堆放杂物，在车行道上不得拦车、停留或者实施散发广告、兜售物品等妨碍交通安全的行为；

（十一）应当遵守的其他交通文明规范。

第十五条 单位和个人应当维护公共环境，增强生态环境保护意识，自觉遵守下列规定：

（一）分类投放生活垃圾，不得乱扔果皮、包装物、纸屑、烟头、口香糖等废弃物，不得随地吐痰、便溺；

（二）不得在建筑物或者构筑物的外墙、楼道、楼梯，电线杆、户外管线及其他户外设施上非法张贴、涂写、刻画及挂置宣传物品；

（三）不得在露天场所和垃圾收集容器内焚烧树叶、垃圾或者其他废弃物；

（四）不得向海洋、河流、河涌、湖泊等水域和农地、林地、草地、湿地等区域排放排泄物、废弃物以及未达排放标准的污染物；

（五）爱护花草树木，不乱移栽，不乱刻画，未经允许不攀折花木、采摘果实；

（六）爱护野生动物，不得非法捕捉、猎杀、买卖和食用野生动物，不得买卖和食用非法野生动物制品；

（七）应当遵守的其他生态环境文明规范。

第十六条 单位和个人应当共同维护社区公共文明，邻里和睦、友爱互助，自觉遵守下列规定：

（一）遵守社区居民公约、管理规约，配合社区工作者、物业服务企业依照有关规定开展的服务和管理工作；

（二）文明饲养宠物，不得干扰他人正常生活，不得危及他人人身安全，不得虐待、遗弃宠物，不得在城市居民小区饲养家禽、家畜；

（三）不得高空抛物，防止建筑物的附属物、悬挂物或者搁置物掉落造成损害；

（四）在室内进行装修、装饰作业或者开展娱乐、体育锻炼等活动的，应当采取有效措施，控制音量，保障安全，避免干扰周边居民正常生活；

（五）不得占用公共空间，不得损坏共有设施，不得在公共区域堆放杂物，不得在公共场所晾晒、悬挂、摆放有碍观瞻的物品，不得违法违规搭建建筑物或者构筑物；

（六）应当遵守的其他社区公共文明规范。

第十七条 单位和个人应当共同培育文明乡风、淳朴民风，自觉遵守下列规定：

（一）保持街道、院落干净整洁，不得占用公共巷道摆放杂物，家禽家畜集中圈养，及时清理圈养家禽家畜粪便；

（二）不得违规建造、改造房屋；

（三）不得违规建造坟墓；

（四）应当遵守的其他乡村文明规范。

第十八条 公民应当注重家庭美德，营造和谐家庭氛围，培育、传承和弘扬良好家风，自觉遵守下列规定：

（一） 尊敬长辈，赡养老人；

（二）夫妻和睦，平等相待；

（三）关爱未成年人健康成长，教育和约束未成年人遵守文明行为规范，培育文明行为习惯；

（四）家庭成员之间互相扶持，不得遗弃、虐待；

（五）应当遵守的其他家庭文明规范。

第十九条 学校应当将文明行为规范纳入学校法治和德育范围，建设文明校园，自觉遵守下列规定：

（一）制定教师文明礼仪规范，加强师德师风建设，组织和引导教师模范遵守职业道德规范，不得殴打、侮辱学生；

（二）将文明行为的要求纳入课程体系和学生综合素质评价体系，制定防止校园欺凌的相关措施，教育学生尊敬师长、团结友爱，培养文明行为习惯。

学生、家长、监护人以及其他人员，应当尊重教师，遵守学校规章制度，不得实施扰乱教学秩序和危害师生人身安全的行为。

第二十条 经营者应当依法经营、诚实守信、公平竞争，自觉遵守下列规定：

（一）礼貌待客；

（二）明码标价；

（三）不得强制交易；

（四）不得作虚假或者引人误解的宣传；

（五）不得销售假冒伪劣商品和侵权商品；

（六）不得恶意竞争；

（七）不得未经同意收集、使用消费者个人信息，不得泄露消费者个人信息；

（八）不得实施其他侵害消费者合法权益的行为。

第二十一条 公民在旅游观光时，应当遵守旅游规范和参观礼仪，自觉遵守下列规定：

（一）尊重当地历史文化传统、风俗习惯、宗教信仰和礼仪禁忌；

（二）服从景区引导和管理，爱护景区公共设施，不得实施危及他人以及自身人身财产安全的行为；

（三）爱护文物古迹以及其他重要历史文化遗产，不得刻划、涂画、张贴、攀爬；

（四）在设有英雄烈士纪念设施等的庄严肃穆的景区内，不得嬉戏打闹，不得实施有损景区氛围的行为；

（五）保护英雄烈士纪念设施，不得实施歪曲、丑化、亵渎、否定英雄烈士形象和事迹的行为；

（六）应当遵守的其他旅游文明规范。

第二十二条 医患双方应当共同维护良好医疗环境，共创和谐医患关系，自觉遵守下列规定：

（一）医务人员应当尊重患者，恪守医德，尊重患者的知情权、同意权和隐私权，为患者保守医疗秘密和健康隐私，维护患者合法权益；

（二）医务人员不得过度诊疗，不得索取和非法收受患者财物，不得利用执业之便谋取不正当利益；

（三）患者及其家属应当尊重医务人员和医学规律，遵守医疗秩序，保持诊疗场所的整洁和安静，听从工作人员指引，配合开展诊疗活动，不得随意丢弃医疗废物；

（四）患者及其家属应当通过合法途径处理医疗纠纷，不得侮辱、谩骂、威胁、殴打、挟持医务人员，不得聚众闹事；

（五）应当遵守的其他医疗文明规范。

第二十三条 单位和个人应当规范网络行为，营造安全健康清朗的网络环境，自觉遵守下列规定：

（一）使用文明语言，不得侮辱、诽谤他人；

（二）保守国家秘密、商业秘密，尊重他人隐私，未经授权，不得公开他人肖像、身份、家庭住址等个人信息；

（三）不得发布和传播具有迷信、色情、赌博、暴力等内容的视听资料和信息；

（四）不得编造和散布虚假信息；

（五）不得侵犯知识产权；

（六）应当遵守的其他网络文明规范。

第三章 倡导与鼓励的文明行为

第二十四条 崇尚健康文明、绿色环保的生产生活方式，倡导下列文明行为：

（一）推行分餐制、使用公筷公勺；

（二）减少使用一次性消费用品，优先使用可循环利用的产品，拒绝过度包装；

（三）出行时优先使用公共交通工具，机动车长时间停车等候时关闭发动机；

（四）节约水、电力、燃油、天然气等资源，推广绿色新能源的运用；

（五）理性消费，拒绝铺张浪费、盲目攀比，以节俭方式进行婚丧嫁娶活动。

第二十五条 提倡守望相助、互相关爱，鼓励为他人提供力所能及的帮助。

鼓励具备救护技能的公民，在他人出现伤病或者处于其他生命健康危险时，实施现场救护。

鼓励为有需要帮助的人拨打120急救电话、110报警电话以及119火警电话等紧急服务类电话，帮助其寻求救助。

第二十六条 关爱和尊重残疾人、老年人、未成年人等群体，为其参与社会生活提供便利的设施、信息和服务。

乘坐公共交通工具时，倡导为老、弱、病、残、孕妇及怀抱婴儿的乘客让座。

鼓励和支持单位和个人设立爱心服务点、公益阅读点，为环卫工人等户外劳动者提供饮用水、餐食加热、遮风避雨、看书读报等便利服务。

第二十七条 鼓励和支持公民采取合法、适当的方式，在力所能及的范围内，实施见义勇为行为。

见义勇为人员及其亲属因其见义勇为行为产生纠纷请求法律援助的，法律援助机构应当及时予以援助。

对符合见义勇为确认条件的人员应当及时依照有关规定予以确认，并给予奖励和保障。

第二十八条 鼓励和支持无偿献血，捐献造血干细胞、人体组织及器官等行为。

献血者、捐献者及其配偶和直系亲属在临床用血、造血干细胞移植、人体组织和器官移植等方面依照有关规定获得优先、优惠待遇。

第二十九条 鼓励和支持参加志愿服务活动和依法设立各类志愿服务组织。相关单位应当为志愿者和志愿服务组织开展志愿服务提供便利和保障。

积极参加志愿服务活动的，有困难时可以依照有关规定优先获得志愿服务。

市、区人民政府应当建立志愿服务保障和激励机制，维护志愿者和志愿服务组织的合法权益。

第三十条 鼓励和支持参与扶贫、扶老、助残、济困、助学、赈灾、医疗救助、环境保护等慈善公益活动，保护慈善公益活动当事人的合法权益。

捐赠财产用于慈善活动的，依法享受税收优惠。

第三十一条 鼓励和支持建立社会心理服务机构，完善社会心理服务体系、疏导机制和危机干预机制，培育自尊自信、理性平和、积极向上的社会心态。

第四章 文明行为的促进和保障

第三十二条 市、区人民政府及有关部门应当通过新时代文明实践场所、市民学校、道德讲堂、媒体等，开展社会主义核心价值观、中华优秀传统文化、社会公德、职业道德、家庭美德、个人品德以及法律法规等宣传教育工作。

宣传、新闻出版、文化广电旅游、普法、市场监督管理、交通、通信管理、城市管理等主管部门，应当在职责范围内，加强文明行为规范的宣传、教育和引导，传播文明行为先进事迹。

第三十三条 鼓励大众传播媒介和公共场所等广告介质刊播公益广告，开办文明行为宣传栏目、专题节目，积极传播文明行为先进事例，曝光不文明现象，营造促进文明行为的社会氛围。

鼓励、支持、引导国家机关、企业事业单位和其他组织在本单位通过设置文明行为宣传栏、荣誉墙、提示牌等方式参与文明行为宣传。

鼓励单位和个人创新文明行为宣传方式，积极参与文明行为公益宣传。

第三十四条 市、区人民政府及其有关行政主管部门应当建立健全文明行为表彰奖励和帮扶制度。

市、区人民政府及其有关行政主管部门应当加强文明城市、文明社区、文明村镇、文明单位、文明校园、文明家庭等建设。对表现突出、成效显著的，按照有关规定给予表彰、奖励。

单位和个人的荣誉称号、文明行为表彰奖励等信息，按照自愿原则，记入信用档案。

鼓励国家机关、企业事业单位和其他组织评选、表彰、奖励其职工、成员的文明行为。

鼓励用人单位在同等条件下，优先录用或者聘用道德模范、身边好人、优秀志愿者等先进人物。

第三十五条 本市定期举办“广州榜样”发布会，发布和宣传广州榜样的榜样事迹。

第三十六条 本市建立文明行为记录平台，对获得文明单位、道德模范、身边好人、优秀志愿者等荣誉称号的单位和个人予以公布，并适时对影响恶劣的不文明现象予以曝光。公布荣誉称号，应当征得相关单位、个人的同意。

在文明行为记录平台上曝光影响恶劣的不文明现象时，平台管理者应当采取措施，保护相关单位和个人信息，不得泄露国家秘密和商业秘密，不得侵犯个人隐私及其他合法权益。

文明行为记录制度规定由市精神文明建设委员会办公室会同有关部门另行制定。

第三十七条 市、区人民政府和有关部门应当逐步完善下列设施的规划、建设与管理：

（一）道路、桥梁、交通标志标线、电子监控等交通设施；

（二）非机动车道、人行横道、过街天桥、地下通道、绿化照明、机动车和非机动车停车泊位、养老设施、雨污分流和污水排放系统等市政设施；

（三）盲道、坡道、电梯等公共场所无障碍设施以及重点场所的急救设施、设备和药品；

（四）公共厕所、垃圾分类投放箱、垃圾分类存放清运等环卫设施及其指示牌；

（五）居住小区、街道、楼宇、门牌等地名标志；

（六）社会主义核心价值观主题景观、文明行为引导标识和公益广告宣传设施；

（七）其他与文明行为促进工作相关的设施。

机场、火车站、汽车站、地铁站、客运码头、高速公路服务厅、政务大厅、医疗机构、大型商场、景区、公园等公共场所和女职工集中的国家机关、企业事业单位，应当按照有关规定配备母婴室等便利设施，鼓励设置第三卫生间。

前款规定设施的经营管理者应当加强日常维护管理，保证设施完好可用、整洁有序，并设置显著的文明提示。

第三十八条 市精神文明建设委员会办公室应当定期组织对本市文明行为促进工作情况进行检查、考评。

　　市、区精神文明建设委员会办公室应当建立健全本地区文明行为评估体系，定期组织开展文明指数测评，并向社会公布。

有关行政主管部门应当建立健全本系统文明行为评估体系，定期进行评估，并向社会公布。

鼓励国家机关、企业事业单位和其他组织开展文明行为促进工作的年度自评活动。

第三十九条 承担文明行为促进工作职责的有关部门、镇街、社区可以招募公共文明行为引导志愿者，协助做好文明行为宣传和不文明行为劝阻、制止等工作。

公共文明行为引导志愿者对不文明行为人进行劝阻、制止时，应当文明用语、规范举止。

第四十条 国家机关、企业事业单位和其他组织可以通过“文明行为周”“文明行为月”等方式开展文明行为专项活动。

第五章 不文明行为治理

第四十一条 市、区人民政府应当加大不文明行为治理力度，加强不文明行为治理体系建设。

下列行政主管部门应当在各自职责范围内，开展不文明行为治理工作：

（一）公安机关应当及时制止和查处交通、治安等领域的不文明行为，提高社会文明程度；

（二）交通运输部门应当加强对地铁、公共汽车、出租车等公共交通工具运营单位的监督管理，提高从业者的职业道德和文明素质，提升文明服务水平；

（三）住房城乡建设、城市管理、生态环境、林业园林、水务等部门应当及时制止城乡建设和管理中的不文明行为，依法查处违法建设、损坏公共设施、污染生态环境、破坏市容环境、损毁绿化、污染水质等违法行为；

（四）互联网信息行政主管部门应当加强网络文明建设，完善互联网信息内容管理和监督机制，加强对网络不文明行为的监测和监管，协助公安机关查处网络信息传播违法行为。

卫生、教育、商务、文化广电旅游、市场监督管理、农业农村等部门应当建立日常检查制度，及时发现、制止、查处相关领域不文明行为。

第四十二条 本市对突出的不文明行为实行重点治理清单制度。

市精神文明建设委员会办公室应当组织制定不文明行为重点治理清单。清单的制定应当经过征求公众意见等程序，并报市精神文明建设委员会批准后，向社会公布。

市精神文明建设委员会办公室应当根据本市文明行为促进工作的现状和目标，依照前款规定定期调整重点治理清单内容。

第四十三条 市、区精神文明建设委员会办公室应当根据重点治理清单，制定重点治理工作方案，确定实施重点治理的时段和区域，明确各行政管理部门的工作任务、期限及工作目标等，并确定相关人员负责跟进工作方案落实情况。

第四十四条 市精神文明建设委员会办公室应当根据本市不文明行为重点治理情况形成年度报告，报市精神文明建设委员会批准后，向社会公开。

第四十五条 市、区人民政府及有关部门，应当按照重点治理工作方案要求，建立健全治理协作和联动机制，开展不文明行为治理重点监管、联合检查、联合执法等工作，并定期向社会公开检查和治理情况。

第四十六条 企业事业单位、社会组织应当组织相关工作人员对其工作场所、营业场所或者服务区域范围内的不文明行为进行劝阻、制止；对其中属于违法行为的，应当及时告知行政执法部门，并协助调查。

单位和个人有权对文明行为促进工作提出意见和建议，对不履行文明行为促进工作职责的情况予以投诉、反映，对不文明行为进行劝阻、制止和举报。

第四十七条 法律、法规对本条例规定的不文明行为已有处罚规定的，从其规定。

第四十八条 有关部门、机构及其工作人员违反本条例规定，不依法履行职责的，由有权机关责令改正，对负有责任的领导人员和直接责任人员依法给予处分；构成犯罪的，依法追究刑事责任。

第六章 附 则

第四十九条 本条例自2020年10月1日起施行。