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| Translated\_content | Regulations on Promoting Civilized Behavior in Jining City  (Adopted at the 24th Meeting of the Standing Committee of the 17th People's Congress of Jining City on June 28, 2019 and approved at the 13th Meeting of the Standing Committee of the 13th People's Congress of Shandong Province on July 26, 2019)  Table of Contents Chapter 1 General Principles Chapter 2 Basic Behavioral Norms Chapter 3 Encouragement and Promotion Chapter 4 Implementation and Supervision Chapter 5 Supplementary Provisions  Chapter 1 General Principles  Article 1 In order to cultivate and practice the core socialist values, guide and promote civilized behavior, and enhance citizens' civilized qualities and the level of social civilization, these regulations are formulated according to relevant laws and regulations and in line with the actual situation of this city. Article 2 The promotion of civilized behavior within the administrative region of this city is applicable to these regulations. Article 3 The work of promoting civilized behavior combines legal governance and moral governance, adheres to the principles of people-oriented, social co-governance, a combination of rewards and penalties, and systematic advancement, giving full play to the role of the masses, and strengthening the construction of social morality, professional ethics, family virtues, and personal character. Article 4 The municipal, county (city, district), Jining High-tech Industrial Development Zone, Taibai Lake New Area, and Jining Economic and Technological Development Zone Civilized Construction Committees coordinate and promote the work of civilized behavior promotion within their respective jurisdictions. The work institutions for civilized construction in the municipal, county (city, district), Jining High-tech Industrial Development Zone, Taibai Lake New Area, and Jining Economic and Technological Development Zone are responsible for the guidance, coordination, supervision, and inspection of the work of promoting civilized behavior. Article 5: The people's governments of cities and counties (cities, districts), as well as the management committees of Jining High-tech Industrial Development Zone, Taibai Lake New District, and Jining Economic and Technological Development Zone shall include the promotion of civilized behavior in their economic and social development plans and annual plans. They shall provide public financial support for the promotion of civilized behavior that falls within the scope of public fiscal expenditure. Article 6: The people's governments of cities and counties (cities, districts), as well as the relevant departments and units of the management committees of Jining High-tech Industrial Development Zone, Taibai Lake New District, and Jining Economic and Technological Development Zone shall carry out the promotion of civilized behavior according to their respective responsibilities. Township people's governments and street offices shall include the promotion of civilized behavior in their work agenda and carry out the promotion work in their jurisdictions. Village (community) committees shall strengthen the publicity and guidance of civilized behavior and carry out the relevant promotion work. Article 7: Organizations and individuals shall actively participate in the promotion of civilized behavior. Civilized organizations, civilized families, national staff, educators, and advanced model persons shall play a exemplary role in promoting civilized behavior.  Chapter 2: Basic Behavioral Norms  Article 8: Citizens shall practice the core socialist values, promote the traditional virtues of the Chinese nation, love the country and observe the law, be courteous and honest, unite and be friendly, be diligent and self-reliant, be dedicated and contribute, and respect the elderly and love the young. They shall maintain public order and good customs, and comply with behavioral norms such as the citizen's civilized agreement, village regulations, community resident agreements, and industry codes of conduct. Article 9: Citizens shall consciously practice the norms of civilized behavior in public environments and comply with the following regulations: (1) Do not spit or urinate in public, do not litter, and do not dump wastewater randomly; (2) Do not smoke in indoor public places, public transport, and other places where smoking is prohibited; (3) Take care of public facilities, do not lie on public seats, and do not damage trees, flowers, and greening facilities; (4) Do not scribble or carve on the exterior walls, hallways, elevators of buildings, public facilities, road surfaces, utility poles, trees, or on the sides of roads, overpasses, parks, squares, and other public places without approval to hang, post, or distribute promotional materials; (5) Property owners and operators of street-facing buildings shall comply with the management regulations on urban appearance and environmental sanitation responsibility areas to keep the appearance and environmental sanitation of the buildings and their surroundings tidy; (6) Vendors in the bustling market, convenience points, and mobile stalls shall keep their stalls and surrounding areas clean; (7) Other regulations on public environmental sanitation management and norms of civilized behavior. Those who violate the provisions of item (2) of the previous paragraph shall be dissuaded and stopped by the management unit; those who refuse to be dissuaded or stopped shall be fined by the health and hygiene department no more than twenty yuan. If the management unit does not dissuade or stop violations of item (2) of the previous paragraph, the health and hygiene department shall impose a fine of between five hundred and three thousand yuan on the management unit. Violations of other provisions of the previous paragraph shall be punished according to relevant laws and regulations. Article 10: Citizens shall consciously practice the norms of civilized behavior in public order and comply with the following regulations: (1) Abide by public etiquette, dress neatly and appropriately in public places, speak and behave civilly, avoid shouting or using vulgar language, and watch cultural performances and sports events courteously; (2) In case of emergencies, obey on-site commands, cooperate with emergency responses, and do not gather or spectate; (3) Queue in order when purchasing goods or waiting for services, and obey safety regulations when using elevators; (4) When taking public transport, passengers should alight first before boarding, and actively give up seats for the elderly, young, sick, disabled, pregnant individuals, and those holding infants; (5) For outdoor performances, commercial promotions, square dancing, brisk walking, whip swinging, diabolo, and dart throwing activities, volume should be controlled to avoid disturbing others' normal lives and not endangering others' personal and property safety; (6) Do not occupy, block, or close emergency exits, evacuation passages, safety exits, or facilities for barrier-free access; (7) Do not encroach on, misappropriate, or damage designated maternal and infant rooms and their facilities and equipment; (8) Other public order management regulations and civilized behavior norms. Article 11 Citizens should consciously practice public transportation behavior norms and follow the regulations below: (1) Drivers of motor vehicles, non-motor vehicles, and pedestrians should follow traffic signal indications, obey traffic police instructions, and yield to emergency vehicles such as police cars, fire trucks, ambulances, and emergency rescue vehicles; (2) Park motor vehicles at designated locations and times, and properly park bicycles, electric vehicles, and shared bikes; (3) Do not smoke while driving a motor vehicle, do not use mobile communications tools in a handheld manner, use lights and horns lawfully, do not occupy special lanes, and under non-emergency conditions do not occupy emergency lanes; (4) When driving a motor vehicle through pedestrian crossings or flooded roads, reduce speed and yield to pedestrians; (5) Do not throw objects out of the vehicle while driving or riding in a motor vehicle; (6) Non-motor vehicle drivers should travel in non-motor vehicle lanes or designated lanes, avoid driving against the traffic or riding side by side, and do not change lanes, speed, or park across lane markings indiscriminately; (7) Pedestrians should use crosswalks or pedestrian passages when crossing roads, should not cross road isolation facilities, and should pass quickly when yielding to motor vehicles; (8) Do not distribute small advertisements or promotional materials to passing vehicles at traffic intersections; (9) Do not privately occupy public roads, public parking spaces, or parking lots, and do not obstruct others from using public parking spaces and parking lots normally; (10) Do not privately set up slopes at sidewalk corners or road steps, nor build auxiliary passage structures on public roads, or place ground stakes illegally, nor change road conditions without authorization; (11) Other public transportation management regulations and civilized behavior norms. Violations of the provisions of item (8) of the preceding paragraph shall be warned or fined fifty yuan by the public security traffic management department. Other violations of the preceding paragraph shall be punished according to relevant laws and regulations. Article 12 Citizens shall consciously practice the norms of civilized tourism behavior and comply with the following regulations: (1) Protect cultural relics and historical sites, respect local customs, cultural traditions, and religious beliefs, and do not take photos or videos in violation of regulations; (2) Protect tourism resources, do not damage, climb, inscribe, or deface the scenery, buildings, structures, public facilities, and plants in scenic areas; (3) Observe scenic area safety regulations, and do not engage in activities that endanger personal and property safety; (4) Comply with scenic area management, and do not disturb the normal tourist order; (5) Other civilized tourism management regulations and norms of civilized behavior. Article 13 Citizens shall consciously practice community civilized behavior norms and comply with the following regulations: (1) Neighbors should live in harmony, unite and help each other, and actively participate in public welfare activities organized by the building and community; (2) Protect the community environment, do not pile up clutter, and actively clean the sanitary areas of the hallways; (3) Do not illegally build buildings or structures, do not illegally pull wires, and do not park vehicles indiscriminately; (4) Renovate houses without disturbing others' normal lives and without affecting building safety; (5) Do not pile up items, raise animals, privately plant, hang personal items, or dry clothes in public green spaces, hallways, rooftops, and other community public areas; (6) Owners shall comply with management regulations, do not occupy or excavate roads or areas in residential communities without permission, and do not harm the common interests of owners; (7) Civilized dog keeping in accordance with the law; (8) Other community property management regulations and norms of civilized behavior. Article 14 Citizens shall consciously practice family civilized behavior norms and comply with the following regulations: (1) Value family education, cultivate and inherit good family traditions, and promote excellent traditional Confucian culture; (2) Establish an equal, respectful, loving, understanding, and inclusive good spousal relationship, and oppose domestic violence; (3) Supporting relatives shall fulfill their obligations to provide economic support, care for the elderly, and offer spiritual comfort; Parents and other guardians shall fulfill their guardianship responsibilities and support obligations toward minors; they shall fulfill their support obligations toward disabled family members and encourage and assist disabled individuals to enhance their self-reliance and independence capabilities; (5) Other norms for civilized family behavior. Article 15 Citizens shall consciously practice the norms of ecological civilization behavior and comply with the following provisions: (1) Protect the ecological environment, actively participate in afforestation, forest fire prevention, maintaining greenery, and protecting wild animals and plants; (2) Save resources, live a low-carbon life, travel green, sort and dispose of garbage, reduce the use of plastic shopping bags, and encourage the use of energy-saving, water-saving, and recyclable products; (3) Dine civilly, oppose extravagance and waste; (4) Reduce the use of disposable items, use appropriate and reasonable packaging, and oppose excessive packaging; (5) Other ecological protection provisions and norms of civilized behavior. Article 16 Citizens shall comply with internet management regulations, surf the internet civilly, not browse, fabricate, or disseminate false, vulgar, obscene, feudal superstitious, violent, and other harmful information, not insult or defame others, and consciously maintain network security and order. Operators of internet service business premises shall not allow minors to enter internet service business premises. Article 17 Citizens shall seek medical treatment civilly, respect medical laws and healthcare personnel, not insult, defame, threaten, or assault healthcare personnel, not gather to create disturbances, maintain normal medical order, and handle medical disputes through legal means and procedures. Article 18 Citizens shall advocate science, resist evil cults, and oppose feudal superstitions; promote social customs, celebrate events civilly, and maintain civility during marriage, funerals, and other ceremonies; conduct civil, safe, and environmentally-friendly sacrificial practices, and not scatter or burn sacrificial items in public places. Article 19 Citizens shall be honest and trustworthy, consciously fulfill agreements and legal obligations. Operators shall operate legally and in good faith, compete fairly, display clear prices, not deceive or mislead consumers, not engage in false advertising, not sell inferior goods as quality goods, and not sell substandard products or engage in forced buying and selling. Article 20 Citizens shall love their jobs, respect professional ethics, work systems, and operational norms, respect service recipients, and improve service quality. Staff in service industries shall use civilized and standardized language and provide warm and thoughtful service. Article 21 Citizens shall respect teachers and education, assist teachers in the education and training of students, and shall not interfere with the order of education and teaching in any way. Internet service business premises, video game business premises, entertainment venues, and adult product business premises shall not be established within 200 meters of primary and secondary school campuses. Primary and secondary school students shall not engage in campus violence, bullying, and other behaviors. Article 22 Citizens shall care for and respect heroes, role models, martyrs, soldiers, and their families, and shall not insult heroes, role models, martyrs, and soldiers.  Chapter Three: Encouragement and Promotion  Article 23: Municipal and county (city, district) spiritual civilization construction work institutions and relevant departments in Jining High-tech Industrial Development Zone, Taibai Lake New District, and Jining Economic and Technological Development Zone should promote civilized behavior, creating a good atmosphere that encourages and promotes civilized behavior. News media and social media should promote the achievements of civilized behavior and typical examples of civilized behavior, and publish public welfare advertisements as required. News media should criticize uncivilized behavior. Encourage, support, and guide participation in the promotion of civilized behavior through provision of funding, technology, labor, intellectual outcomes, etc. Article 24: Encourage charity activities such as disaster relief donations, poverty alleviation, assistance to the disabled, orphan rescue, helping the poor, assistance to the elderly, education support, and medical aid, to provide help for socially vulnerable groups. Article 25: Encourage the implementation of courageous acts that match one’s capabilities. Units and individuals should support such acts and respect and protect those who perform them. Article 26: Encourage voluntary blood donation and voluntary donation of hematopoietic stem cells, human organs (tissues), and cadavers; medical institutions and medical personnel should conduct ethical medical handling of cadavers, maintaining the dignity of the donors. Article 27: Encourage and support volunteer service activities. If volunteers participate in volunteer service activities, their units should provide support; schools should incorporate student volunteer service activities into the category of students' comprehensive practical activities and gradually improve the management of student volunteer service records. Encourage and support the establishment of various volunteer service organizations, broaden the scope of volunteer services, and carry out diverse volunteer service activities. Article 28: Encourage providing assistance to others within one's capabilities. Citizens with first aid skills are encouraged to provide emergency on-site rescue for those in need of first aid. It is also encouraged to set up emergency facilities like emergency huts in crowded public places. Article 29: Care for empty-nest elderly, left-behind children, families who have lost children, people with disabilities, and minor children of extremely impoverished families. The municipal and county (city, district) people's governments, and the management committees of Jining High-tech Industrial Development Zone, Taibai Lake New District, and Jining Economic and Technological Development Zone should take necessary measures to provide labor employment, children's schooling, legal assistance, and other services to migrant workers, improving their treatment level in the same city. Article 30: Encourage and support activities for national reading and fitness. The municipal and county (city, district) people's governments, and the management committees of Jining High-tech Industrial Development Zone, Taibai Lake New District, and Jining Economic and Technological Development Zone should strengthen the construction of facilities such as cultural and sports squares, public libraries, public bulletin boards, morning and evening exercise points, and public sports venues, establish and improve management and service systems to enhance service levels. Article 31: State organs, enterprises and institutions, people's groups, social groups, and other organizations should combine their actual conditions to participate in or organize their personnel in the selection activities for moral models, good people around them, and commend and reward the civilized behavior of their personnel. Encourage employers to prioritize hiring moral models and good people under the same conditions. Article 32: Encourage and support the development of mass spiritual civilization creation activities such as civilized units, civilized towns and villages, civilized communities, civilized campuses, and civilized families, and commend and reward those who perform outstandingly and achieve significant results according to relevant regulations. Article 33: The municipal and county (city, district) people's governments, and the management committees of Jining High-tech Industrial Development Zone, Taibai Lake New District, and Jining Economic and Technological Development Zone should strengthen the planning, construction, and management of infrastructure such as nursing rooms, public toilets, public parking lots, public barrier-free facilities, and intelligent service facilities to guarantee the promotion of civilized behavior. Encourage the free opening of street unit toilets to the public. Encourage the use of technologies such as the internet for off-peak sharing of resources like parking spaces for units and individuals, promoting the orderly and standardized development of intelligent parking information service products in the transportation industry. Encourage and support state organs, enterprises and institutions, social organizations, village (community residents') committees, and street merchants to use their own places and facilities to establish love service points, providing drinking water, heated meals, and shelter from wind and rain for sanitation workers and other outdoor workers. Article 34. The people's governments at the city and county (city, district) levels, the Administrative Committee of Jining High-tech Industry Development Zone, Taibai Lake New Area, Jining Economic and Technological Development Zone, and relevant departments should establish a sound system for commendation and rewards for civilized behavior, helping moral models and good people around us to solve practical difficulties. Article 35. State organs, enterprises and institutions, village (community residents') committees, industry associations, people's groups, social groups, and other organizations should formulate civilized codes of conduct, village regulations, community resident conventions, industry norms or other civilized behavior norms, integrating the contents specified in these regulations. State organs, enterprises and institutions, people's groups, social groups, and other organizations should incorporate civilized behavior norms into their onboarding training and job training contents according to these regulations and relevant laws and regulations.   Chapter Four Implementation and Supervision  Article 36. Educational authorities and various educational institutions should incorporate civilized behavior into educational and teaching content, strengthen the construction of teacher ethics and legal advocacy education, and cultivate a good school atmosphere, teaching style, and learning environment. Article 37. Public security organs should lawfully stop and investigate uncivilized behavior and illegal activities that disrupt public order. Article 38. Departments such as public security and transportation should strengthen the education and promotion of civilized traffic, gradually improve real-time and comprehensive road monitoring systems, normalize road traffic management law enforcement, timely and lawfully stop uncivilized traffic behaviors, and investigate traffic violations. Article 39. Civil affairs departments should strengthen efforts to change customs and promote the reform of marriage and funeral customs and eco-friendly burials. Article 40. Judicial administrative departments should include laws and regulations that promote civilized behavior within the scope of legal advocacy education and promote their implementation. Article 41. Departments responsible for housing and urban-rural development, natural resources and planning, urban management, ecological environment, etc., should perform their respective responsibilities in promoting civilized behavior, stop uncivilized behavior in urban and rural construction and management, and lawfully investigate illegal acts such as damaging the urban appearance, illegal construction, damaging or occupying public facilities, damaging or occupying green space, and polluting the ecological environment. Article 42. Departments such as market supervision and commerce should each take responsibility, enhance cooperation, strengthen publicity for lawful and honest business practices, lawfully handle disputes, stop uncivilized business behaviors, and lawfully investigate illegal business behaviors such as defrauding consumers and unfair competition. Article 43. Cultural and tourism departments should strengthen the promotion and education of civilized tourism, guide operators, practitioners, and tourists in the tourism industry to consciously comply with the regulations and norms of civilized tourism management, and stop uncivilized tourism behavior and investigate illegal activities in tourism. Article 44. Health departments should strengthen the promotion and education of smoking control in public places, lawfully stop and investigate smoking behaviors in places where smoking is prohibited. Health departments and medical institutions should enhance the promotion of civilized medical practice and seeking medical care, strengthen the professional ethics of medical staff, further optimize service processes, improve service quality, strengthen doctor-patient communication, and maintain a fair and orderly medical environment. Article 45. The property management department is responsible for supervising and managing property management activities within its administrative region, timely handling complaints from owners, owners' committees, property users, and property service enterprises in property management activities. Article 46. Law enforcement departments should improve and refine post work specifications, enhance administrative efficiency, and improve service quality. Law enforcement personnel should enforce the law fairly, civilly, and according to regulations. Article 47. National agencies, enterprises and institutions, people's organizations, social organizations, and other organizations shall discourage uncivil behavior occurring in their workplaces, business premises, or service areas; staff providing property management and security services shall discourage uncivil behavior in the service areas; various volunteer service organizations shall discourage uncivil behavior. If the behavior is illegal, it shall be reported to the relevant authorities. Citizens have the right to discourage and report uncivil behavior. The perpetrator shall listen to the discouragement and shall not retaliate against the discourager or reporter through threats, insults, or physical violence. Retaliation against those who discourage or report shall be subject to penalties by public security organs according to law; if it constitutes a crime, criminal responsibility shall be pursued according to law. Article 48. The people's governments of cities and counties (cities, districts) and relevant departments of the Jining High-tech Industrial Development Zone, Taibai Lake New District, and the Jining Economic and Technological Development Zone Management Committee shall publish complaint and reporting phone numbers, mailboxes, etc., to handle complaints and reports of uncivil behavior. Relevant departments shall promptly handle complaints and reports in accordance with the law after receiving them, and keep the identity of the complainants and reporters confidential. Administrative law enforcement personnel may require the perpetrator to provide basic information such as name, address, unit of employment, and contact information according to enforcement needs when investigating unlawful behavior. If the perpetrator refuses to provide such information, public security organ shall assist in accordance with legal provisions. Article 49. The people's governments of cities and counties (cities, districts) and relevant departments of the Jining High-tech Industrial Development Zone, Taibai Lake New District, and the Jining Economic and Technological Development Zone Management Committee, along with town and township governments and street offices, shall recruit civilian civilization patrol officers from enthusiastic individuals to assist in promoting civilized behavior, maintaining public order, and discouraging, stopping, and correcting uncivil behavior. Article 50. Units responsible for promoting civilized behavior and their staff shall actively fulfill their responsibilities. Citizens have the right to supervise and report to the relevant authorities if the responsible units for promoting civilized behavior and their staff do not fulfill their responsibilities or do so incorrectly.  Chapter 5 Supplementary Provisions  Article 51. For uncivil behavior stipulated in this regulation, where legal responsibilities are already provided in laws and regulations, those provisions shall apply; where legal responsibilities are not stipulated in laws and regulations, the provisions of this regulation shall apply. Article 52. This regulation shall come into effect on September 20, 2019. |
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## All Five Concepts

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| Key | Value |
| one\_integrating\_law\_morality | 文明行为促进工作实行法治与德治相结合，坚持以人为本、社会共治、奖惩结合、系统推进的原则，发挥群众主体作用，加强社会公德、职业道德、家庭美德、个人品德建设。 |
| two\_party\_committee\_leadership | 市，县（市、区），济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区精神文明建设委员会统筹推进本辖区内的文明行为促进工作。 |
| two\_b\_spiritual\_civ\_committee\_leadership |  |
| three\_exemplify\_moral\_behavior | 文明单位、文明家庭和国家工作人员、教育工作者、先进模范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 |  |
| four\_b\_social\_institutions\_promote\_civilised\_behavior | 市、县（市、区），济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区精神文明建设工作机构和有关部门应当宣传文明行为促进工作，营造鼓励和促进文明行为的良好氛围。 |
| five\_promote\_coconstruction\_cogovernance |  |

## Content

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济宁市文明行为促进条例

（2019年6月28日济宁市第十七届人民代表大会常务委员会第二十四次会议通过 2019年7月26日山东省第十三届人民代表大会常务委员会第十三次会议批准）

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第一章 总则

第一条 为培育和践行社会主义核心价值观，引导和促进文明行为，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 本市行政区域内的文明行为促进工作，适用本条例。

第三条 文明行为促进工作实行法治与德治相结合，坚持以人为本、社会共治、奖惩结合、系统推进的原则，发挥群众主体作用，加强社会公德、职业道德、家庭美德、个人品德建设。

第四条 市，县（市、区），济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区精神文明建设委员会统筹推进本辖区内的文明行为促进工作。

市，县（市、区），济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区精神文明建设工作机构负责文明行为促进工作的指导、协调、督促和检查。

第五条 市、县（市、区）人民政府，济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区管委会应当将文明行为促进工作纳入本辖区经济和社会发展规划及年度计划，对属于公共财政支出范围的文明行为促进工作，给予公共财政保障。

第六条 市、县（市、区）人民政府，济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区管委会有关部门和单位应当按照各自职责，做好文明行为促进工作。

乡镇人民政府、街道办事处应当将文明行为促进工作纳入工作日程，做好本辖区内的文明行为促进工作。

村民（社区居民）委员会应当加强文明行为宣传和引导，做好相关文明行为促进工作。

第七条 单位和个人应当积极参与文明行为促进工作。

文明单位、文明家庭和国家工作人员、教育工作者、先进模范人物应当在文明行为促进工作中发挥表率作用。

第二章 基本行为规范

第八条 公民应当践行社会主义核心价值观，弘扬中华民族传统美德，爱国守法、明礼诚信、团结友善、勤俭自强、敬业奉献、尊老爱幼。维护公序良俗，遵守市民文明公约、村规民约、社区居民公约、行业规范守则等行为规范。

第九条 公民应当自觉践行公共环境文明行为规范，遵守下列规定：

（一）不随地吐痰、便溺，不乱扔垃圾，不乱倒污水；

（二）不在室内公共场所、公共交通工具和其他禁止吸烟的场所吸烟；

（三）爱护公共设施设备，不躺卧公共座椅，不损坏树木花草和绿化设施；

（四）不在建筑物、构筑物的外墙、楼道、电梯，公共设施、路面、线杆、树木或者道路两侧、过街天桥、公园、广场等公共场所乱涂写、乱刻画，或者未经批准张挂、张贴、散发宣传品等；

（五）临街建筑物产权人和经营者应当遵守城镇容貌和环境卫生责任区管理规定，保持建筑物及其周边容貌、环境卫生整洁；

（六）集贸市场、便民网点和流动摊位商户保持摊位及周边清洁；

（七）其他公共环境卫生管理规定和文明行为规范。

违反前款第（二）项规定的，由经营管理单位予以劝阻、制止；不听劝阻、制止的，由卫生健康主管部门处二十元以下罚款。经营管理单位对违反前款第（二）项规定的行为不予劝阻、制止的，由卫生健康主管部门对经营管理单位处五百元以上三千元以下罚款。违反前款其他规定的，依据有关法律、法规处罚。

第十条 公民应当自觉践行公共秩序文明行为规范，遵守下列规定：

（一）遵守公共礼仪，在公共场所着装整洁得体，言谈举止文明，不喧哗，不说粗话脏话，文明观看文艺演出、体育比赛；

（二）遇突发事件，服从现场指挥，配合应急处置，不聚集、围观；

（三）购买商品、等候服务时依次排队，乘坐电梯时遵守安全规定，有序上下；

（四）乘坐公共交通工具时先下后上，主动为老、幼、病、残、孕和怀抱婴儿的乘客让座；

（五）露天表演、商业促销、广场舞、健步走、甩鞭、抖空竹、投掷飞镖等活动应当控制音量，不干扰他人正常生活，不危及他人人身和财产安全；

（六）不占用、堵塞、封闭疏散通道、安全出口、消防通道、无障碍设施；

（七）不侵占、挪用、污损按照规定配备的母婴室及其设施、设备；

（八）其他公共秩序管理规定和文明行为规范。

第十一条 公民应当自觉践行公共交通行为规范，遵守下列规定：

（一）机动车、非机动车驾驶人和行人应当按照交通信号指示通行，服从交通警察指挥，让行执行紧急任务的警车、消防车、救护车、工程抢险车；

（二）按照规定地点、时间停放机动车，规范停放自行车、电动车、共享单车等非机动车；

（三）驾驶机动车不吸烟、不以手持方式使用移动通讯工具，依法使用灯光、喇叭，不占用专用车道，非紧急情况时不占用应急车道；

（四）驾驶机动车行经人行横道或者积水路段时减速行驶，礼让行人；

（五）驾驶或者乘坐机动车时不向车外抛撒物品；

（六）驾驶非机动车应当在非机动车道或者规定车道行驶，不逆向行驶或者并排行驶，不随意变道、超速、抢行、越线停车；

（七）行人通过路口或者横过道路时应当走人行横道或者过街通道，不得跨越道路隔离设施，遇机动车礼让时快速通过；

（八）不在交通路口向过往车辆发放小广告、小卡片等宣传品；

（九）不私自占用公共道路、公共停车位和停车场，不阻挠他人正常使用公共停车位和停车场；

（十）不在路沿石与道路台阶处私自设置上下坡通道、搭建通行辅助物，不在公共道路私自设置地桩，不私自改变道路现状；

（十一）其他公共交通管理规定和文明行为规范。

违反前款第（八）项规定的，由公安机关交通管理部门处警告或者五十元罚款。违反前款其他规定的，依据有关法律、法规处罚。

第十二条 公民应当自觉践行文明旅游行为规范，遵守下列规定：

（一）爱护文物古迹，尊重当地风俗习惯、文化传统和宗教信仰，不违反规定拍照、录像；

（二）爱护旅游资源，不损坏、攀爬、刻划、涂污景区的景观、建筑物、构筑物、公共设施、花草树木；

（三）遵守景区安全规定，不从事危及人身和财产安全的活动；

（四）服从景区管理，不扰乱正常旅游秩序；

（五）其他文明旅游管理规定和文明行为规范。

第十三条 公民应当自觉践行社区文明行为规范，遵守下列规定：

（一）邻里之间和睦相处、团结互助，积极参与楼院、社区组织的公益活动；

（二）爱护社区环境，不乱堆杂物，主动清扫楼道卫生；

（三）不违法搭建建筑物、构筑物，不私拉乱扯电线，不乱停乱放车辆；

（四）装修房屋不干扰他人正常生活、不影响建筑安全；

（五）不在公共绿地、楼道、楼顶等社区公共空间堆放物品、饲养动物、私自种植、悬挂私人物品、晾晒衣物等；

（六）业主应当遵守管理规约，不擅自占用、挖掘住宅小区公共区域内的道路、场地，不损害业主的共同利益；

（七）依法文明养犬；

（八）其他社区物业管理规定和文明行为规范。

第十四条 公民应当自觉践行家庭文明行为规范，遵守下列规定：

（一）重视家庭教育，培育和传承良好家风，弘扬儒家优秀传统文化；

（二）建立平等、互敬、互爱、理解、包容的良好夫妻关系，反对家庭暴力；

（三）赡养人应当履行对老年人经济上供养、生活上照料和精神上慰藉的义务；

（四）父母等监护人应当履行对未成年人的监护职责和抚养义务；对家庭成员中的残疾人应当履行扶养义务，并鼓励和帮助残疾人增强自强自立能力；

（五）其他家庭文明行为规范。

第十五条 公民应当自觉践行生态文明行为规范，遵守下列规定：

（一）保护生态环境，积极参加植树造林、护林防火、养绿护绿、保护野生动植物等活动；

（二）节约资源，低碳生活，绿色出行，分类收集、投放垃圾，减少使用塑料购物袋，鼓励使用节能、节水和可循环利用的产品；

（三）文明用餐，反对铺张浪费；

（四）减少使用一次性用品，适度合理包装，反对过度包装；

（五）其他生态保护规定和文明行为规范。

第十六条 公民应当遵守互联网管理规定，文明上网，不浏览、编造或者传播虚假、低俗淫秽、封建迷信、暴力等不良信息，不侮辱诽谤他人，自觉维护网络安全和网络秩序。

互联网上网服务营业场所经营者不得允许未成年人进入互联网上网服务营业场所。

第十七条 公民应当文明就医，尊重医学规律和医务人员，不得侮辱、诽谤、威胁、殴打医务人员，不聚众闹事，维护正常医疗秩序，通过合法途径和程序处理医疗纠纷。

第十八条 公民应当崇尚科学，抵制邪教，反对封建迷信；移风易俗，文明节庆，文明婚丧嫁娶；文明、安全、环保祭祀，不在公共场所抛撒、焚烧祭奠物品。

第十九条 公民应当诚实守信，自觉履行约定和法定义务。

经营者应当合法诚信经营、公平竞争，明码标价，不欺骗、误导消费者，不做虚假广告，不以次充好，不出售不合格商品，不强买强卖。

第二十条 公民应当爱岗敬业，遵守职业道德、工作制度和操作规范，尊重服务对象，提高服务质量。窗口服务行业工作人员应当使用文明、规范用语，热情周到服务。

第二十一条 公民应当尊师重教，协助教师做好学生的教育培养，不得以任何方式干扰教育教学秩序。

不得在中小学校园周边200米内开设互联网服务营业场所、电子游戏营业场所、经营性歌舞娱乐场所、成人用品经营场所等。

中小学生不得实施校园暴力、校园欺凌等行为。

第二十二条 公民应当关爱、尊重英雄模范、烈士、军人及其家属，不得侮辱英雄模范、烈士和军人。

第三章 鼓励与促进

第二十三条 市，县（市、区），济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区精神文明建设工作机构和有关部门应当宣传文明行为促进工作，营造鼓励和促进文明行为的良好氛围。

新闻媒体和社会媒介应当宣传文明行为促进成就和文明行为典型事例，按照规定刊播公益广告。新闻媒体应当对不文明行为予以批评。

鼓励、支持、引导以提供资金、技术、劳动力、智力成果等方式参与文明行为促进宣传。

第二十四条 鼓励开展赈灾捐赠、扶贫、助残、救孤、济困以及助老、助学、助医等慈善公益活动，为社会弱势群体提供帮助。

第二十五条 鼓励实施与自身能力相符的见义勇为行为。单位和个人应当支持见义勇为行为，尊重和保护见义勇为人员。

第二十六条 鼓励无偿献血和自愿捐献造血干细胞、人体器官（组织）及遗体；医疗机构及医务人员应当对遗体进行符合伦理原则的医学处理，维护捐献者的尊严。

第二十七条 鼓励和支持志愿服务活动。志愿者参加志愿服务活动的，所在单位应当给予支持；学校应当将学生志愿服务活动纳入学生综合实践活动范畴，逐步完善学生志愿服务档案管理。

鼓励和支持建立各类志愿服务组织，拓宽志愿服务领域，开展多样性志愿服务活动。

第二十八条 鼓励为他人提供力所能及的帮助。鼓励具备急救技能的公民，对需要急救的人员实施紧急现场救护。鼓励在人口密集的公共场所设置应急小屋等应急设施。

第二十九条 关爱空巢老人、留守儿童、失独家庭、残疾人和特困家庭未成年子女。

市、县（市、区）人民政府，济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区管委会应当采取必要措施，为外来务工人员提供劳动就业、子女入学、法律援助等服务，提高外来务工人员的同城待遇。

第三十条 鼓励和支持开展全民阅读、全民健身活动。市、县（市、区）人民政府，济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区管委会应当加强文体广场、公共图书馆、公共阅报栏、晨晚练体育活动点、公共体育场地等设施建设，建立健全管理服务制度，提高服务水平。

第三十一条 国家机关、企事业单位、人民团体、社会团体、其他组织结合自身实际，参加或者组织本单位人员参加道德模范、身边好人等先进模范评选活动，对本单位人员文明行为进行表扬奖励。

鼓励用人单位在招聘时，同等条件下优先录用、聘用道德模范、身边好人等先进模范。

第三十二条 鼓励和支持开展文明单位、文明村镇、文明社区、文明校园、文明家庭等群众性精神文明创建活动，对表现突出、成效显著的按照有关规定予以表扬奖励。

第三十三条 市、县（市、区）人民政府，济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区管委会应当加强母婴室、公共厕所、公共停车场、公共无障碍设施、智能服务设施等基础设施的规划、建设和管理，为文明行为促进工作提供保障。

鼓励沿街单位厕所向社会免费开放。

鼓励利用互联网等技术错时共享使用单位、个人停车位等资源，推动智能停车信息服务产品在交通运输行业有序规范发展。

鼓励和支持国家机关、企事业单位、社会组织、村民（社区居民）委员会和沿街商户利用自有场所、设施设立爱心服务点，为环卫工人等户外工作人员提供饮用茶水、加热饭菜、遮风避雨等便利服务。

第三十四条 市、县（市、区）人民政府，济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区管委会和有关部门应当建立健全文明行为表扬奖励制度，帮助道德模范、身边好人等先进模范解决实际困难。

第三十五条 国家机关、企事业单位、村民（社区居民）委员会、行业协会和人民团体、社会团体、其他组织应当制定文明守则、村规民约、社区居民公约、行业规范或者其他文明行为规范，将本条例规定的内容融入其中。

国家机关、企事业单位、人民团体、社会团体、其他组织应当根据本条例和有关法律、法规的规定，将文明行为规范与行业规范、职业规则纳入本单位入职培训、岗位培训内容。

第四章 实施与监督

第三十六条 教育主管部门和各类教育机构应当将文明行为纳入教育、教学内容，加强师德师风建设和法治宣传教育，培育优良校风、教风、学风。

第三十七条 公安机关应当依法制止和查处扰乱公共秩序的不文明行为和违法行为。

第三十八条 公安、交通运输等部门应当加强文明交通宣传教育，逐步健全实时、全覆盖的道路监控系统，实现道路交通管理执法常态化，依法、及时制止不文明交通行为，查处交通违法行为。

第三十九条 民政部门应当加强移风易俗工作，推进婚丧礼俗改革和节地生态安葬。

第四十条 司法行政部门应当将促进文明行为的法律、法规纳入法治宣传教育范围，并推动落实。

第四十一条 住房和城乡建设、自然资源和规划、城市管理、生态环境等部门应当履行各自文明行为促进工作职责，制止城乡建设和管理中的不文明行为，依法查处破坏市容环境、违法建设、损毁或侵占公共设施、损毁或者侵占绿地、污染生态环境等违法行为。

第四十二条 市场监管、商务等部门应当各负其责、强化配合，加强合法、诚信经营宣传，依法处理纠纷，制止不文明经营行为，依法查处欺诈消费者、不公平竞争等违法经营行为。

第四十三条 文化和旅游部门应当加强文明旅游宣传教育，引导旅游行业经营者、从业者和旅游者自觉遵守文明旅游管理规定和行为规范，并制止不文明旅游行为，查处旅游违法行为。

第四十四条 卫生健康部门应当加强公共场所控制吸烟宣传教育，依法制止和查处在禁止吸烟场所吸烟行为。

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，进一步优化服务流程、提升服务质量，加强医患沟通，维护公平有序的就医环境。

第四十五条 物业主管部门负责本行政区域内物业管理活动的监督管理工作，及时处理业主、业主委员会、物业使用人和物业服务企业在物业管理活动中的投诉。

第四十六条 执法部门应当健全完善岗位工作规范，提高行政效能，提升服务质量。执法人员应当公正、文明、规范执法。

第四十七条 国家机关、企事业单位、人民团体、社会团体、其他组织应当对其工作场所、营业场所或者服务区域内发生的不文明行为进行劝阻；物业服务、保安服务从业人员应当劝阻服务区域内的不文明行为；各类志愿服务组织应当劝阻不文明行为。对属于违法行为的，应当向有关机关报告。

公民有权劝阻、举报不文明行为。行为人应当听从劝阻，不得采取威胁、侮辱、殴打等方式打击、报复劝阻人、举报人。打击、报复劝阻人、举报人，构成违反治安管理行为的，由公安机关依法处罚；构成犯罪的，依法追究刑事责任。

第四十八条 市、县（市、区）人民政府和济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区管委会有关部门应当公布投诉举报电话、信箱等，受理不文明行为的投诉、举报。有关部门接到投诉、举报后，应当依法及时处理，并为投诉人、举报人保密。

行政执法人员在查处违法行为时，可以根据执法需要，要求行为人提供姓名、住址、所在单位、联系方式等基本信息。行为人拒不提供的，公安机关应当依据法律规定提供协助。

第四十九条 市、县（市、区）人民政府和济宁高新技术产业开发区、太白湖新区、济宁经济技术开发区管委会有关部门，乡镇人民政府、街道办事处，从热心公益的人员中聘请市民文明巡访员，协助做好文明行为宣传教育、公共秩序维护和不文明行为劝阻、制止、纠正等工作。

第五十条 文明行为促进工作责任单位及其工作人员应当积极履行职责。

对文明行为促进工作各责任单位及其工作人员不履行或者不正确履行职责的，公民有权进行监督，并向有关机关举报。

第五章 附则

第五十一条 本条例规定的不文明行为，法律、法规已规定法律责任的，从其规定；法律、法规未规定法律责任的，依照本条例的规定执行。

第五十二条 本条例自2019年9月20日起施行。