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| Id | ZmY4MDgxODE4MmVlM2E0ZDAxODJmMTkyZmMxZTA2MjY%3D |
| Title | 连云港市文明行为促进条例 |
| Office | 连云港市人民代表大会常务委员会 |
| Publish | 2022-08-05 00:00:00 |
| Expiry | 2022-08-05 00:00:00 |
| Type | 地方性法规 |
| Status | 1 |
| Url | ./detail2.html?ZmY4MDgxODE4MmVlM2E0ZDAxODJmMTkyZmMxZTA2MjY%3D |
| Translated\_content | Regulations on Promoting Civilized Behavior in Lianyungang City  (Passed by the 11th Meeting of the Standing Committee of the 14th People's Congress of Lianyungang City on June 29, 2018, and approved by the 4th Meeting of the Standing Committee of the 13th People's Congress of Jiangsu Province on July 27, 2018. Based on the decision to amend the "Regulations on Promoting Civilized Behavior in Lianyungang City" passed by the 3rd Meeting of the Standing Committee of the 15th People's Congress of Lianyungang City on June 29, 2022, and approved by the 31st Meeting of the Standing Committee of the 13th People's Congress of Jiangsu Province on July 29, 2022.)  Table of Contents Chapter One General Provisions Chapter Two Basic Norms of Civilized Behavior Chapter Three Encouragement and Promotion Chapter Four Implementation and Supervision Chapter Five Legal Responsibilities Chapter Six Supplementary Provisions   Chapter One General Provisions  Article 1 In order to advocate and practice the core socialist values, regulate, guide and promote civilized behavior, and enhance the civic quality and social civilization level, these regulations are formulated according to relevant laws and regulations, and in conjunction with the actual conditions of the city. Article 2 Activities to promote civilized behavior within the administrative region of this city shall apply to these regulations. Civilized behavior referred to in these regulations means behavior that complies with the constitution and laws, meets the requirements of socialist morality, reflects socialist core values, maintains public order and good customs, leads social trends, and promotes social civilization progress. Article 3: The promotion of civilized behavior should establish a work mechanism that is led uniformly by the Party Committee, organized and implemented by the government, with divisions of responsibility among various parties and active participation from the whole society, fundamentally nurturing and practicing the core values of socialism, and strengthening education in social morality, professional ethics, family virtues, and personal character. Article 4: The municipal and county (district) spiritual civilization construction guiding committee shall comprehensively promote the work of civilized behavior in its administrative area. The municipal and county (district) spiritual civilization construction work institutions are specifically responsible for promoting civilized behavior and shall perform the following duties: (1) Formulating plans and programs for the promotion of civilized behavior; (2) Guiding and coordinating relevant units to carry out the promotion of civilized behavior; (3) Supervising and inspecting the implementation of the promotion of civilized behavior, regularly assessing and reporting on the implementation of these provisions; (4) Supervising relevant units in handling and processing suggestions and complaints related to the promotion of civilized behavior as per regulations; (5) Guiding news media in conducting publicity and public opinion supervision; (6) Other relevant work regarding the promotion of civilized behavior. Article 5: Municipal and county (district) people's governments (development zones, scenic area management committees) shall incorporate the promotion of civilized behavior into national economic and social development plans and work programs. Relevant departments of municipal and county (district) people's governments, township people's governments (street offices), and people's organizations such as labor unions, the Communist Youth League, and women's federations shall carry out the promotion of civilized behavior according to their respective responsibilities. Village (community) resident committees shall assist relevant units in promoting civilized behavior. Article 6: National agencies, enterprises, public institutions, other organizations, and citizens shall actively participate in the promotion of civilized behavior. National public officials, educators, public figures, etc., shall play a leading role in the promotion of civilized behavior.  Chapter 2: Basic Norms of Civilized Behavior  Article 7: Citizens shall abide by laws and regulations, consciously observe the citizens' civilized conventions, village regulations and agreements, community residents' civilized conventions, industry standards, and other relevant norms of civilized behavior, and respect public order and good customs. Article 8: The following civilized behaviors shall be advocated throughout society: (1) Loving the motherland, safeguarding national interests and honors; （二）崇尚科学，反对封建迷信，自觉抵制邪教； （三）积极参与全民阅读，培养良好的阅读习惯； （四）养成低碳、绿色生活方式，节约资源，使用有利于环境保护的产品； （五）文明用餐，珍惜粮食，适量点餐，合理消费； （六）文明就医，尊重医务人员，遵守医疗机构管理制度，通过合法途径处理医疗纠纷； （七）文明旅游，自觉遵守旅游管理规范，尊重当地民俗习惯、文化传统和宗教信仰，爱护文物古迹和旅游设施； （八）热情好客，礼貌待人，主动为外地客人提供帮助； （九）诚实守信，自觉履行法定和约定义务； （十）尊老爱幼，主动关爱空巢老人、留守儿童、失独家庭、残疾人； （十一）夫妻和睦，相亲相爱，向上向善，形成良好家庭文明新风尚。 第九条 公民应当遵守公共环境文明行为规范： （一）在图书馆、博物馆、影剧院、机场等公共场所保持衣着整洁，礼貌用语，轻声接打电话，不大声喧哗； （二）不随地吐痰、便溺，不在公共场所乱扔烟蒂、纸屑、包装袋等杂物，不从建筑物、车辆内向外抛掷废弃物，不损坏公共设施； （三）不在禁止吸烟的场所和区域内吸烟。 第十条 公民应当遵守公共秩序文明行为规范： （一）等候服务时自觉排队，使用电梯时先下后上，上下楼梯时靠右侧行走； （二）进行营销宣传、装修作业、婚丧祝寿、广场舞、健身操、露天表演等活动时产生的噪音不得影响他人的生活、学习和工作； （三）文明上网，不编造、发布、转发含有虚假、低级媚俗内容的信息； （四）文明祭扫，绿色殡葬，不在城市建成区、林区、景区焚烧或者抛撒丧葬祭奠物品。 第十一条 公民应当遵守公共交通和文明驾驶行为规范: (1) When taking public transportation, passengers should get off first before getting on, and actively give seats to the elderly, weak, sick, disabled, pregnant, young, and passengers carrying infants. (2) Drivers of motor vehicles should use lights and horns according to road traffic regulations, slow down when passing through flooded areas, and should not force lane changes or cut in line. (3) When driving a motor vehicle through a crosswalk, drivers should yield to pedestrians, who should cross within a reasonable timeframe. (4) When riding electric bicycles and other non-motor vehicles, operators should drive within the non-motor vehicle lanes; if there are no such lanes, they should drive on the right side of the motor vehicle lane, not drive against traffic, and not exceed speed limits. (5) Pedestrians should not run red lights, cross the road randomly, or climb over guardrails. (6) Adults accompanying minors should actively comply with traffic rules and play a demonstrative and guiding role. (7) Drivers and passengers of electric bicycles should wear safety helmets as prescribed. Article 12. Citizens should abide by the norms of ecological civilization behavior: (1) Consciously protect oceans, wetlands, forests, and other ecosystems and the unique natural landscape of mountains and seas. (2) Consciously protect precious and endangered wild animals and plants, and not consume wild animals and products prohibited by laws and regulations. (3) Consciously participate in tree planting, forest fire prevention, and activities to maintain greenery. (4) Do not dump garbage or discharge sewage into oceans, lakes, rivers, reservoirs, and other water bodies. (5) Do not encroach on public green spaces, do not destroy greenery for farming, do not damage flowers, plants, and trees, and do not pick flowers or fruits in urban green spaces, forests, scenic areas, etc. (6) Do not openly burn straw, asphalt, rubber, plastic, and other materials that produce toxic, harmful, or foul gases. Article 13. Citizens should abide by the norms of rural civilized behavior: (1) Consciously protect ancient villages, ancient residences, and rural natural scenery, and not damage rural roads and river networks.  (2) Consciously keep lakes, reservoirs, rivers, and ditches clean and tidy, and not wash, swim, engage in aquaculture or fishing in violation of regulations, or illegally occupy embankments, riverbanks, roads, or other public spaces for planting or farming, storing goods, stacking debris, or building unauthorized structures. (3) Consciously participate in voluntary labor for rural environmental improvement, maintain cleanliness and tidiness around homes, promptly clean livestock waste, and dispose of garbage in designated places. (4) Advocate for a civilized rural atmosphere, do not participate in illegal religious and gambling activities, and host weddings, birthday parties, and house constructions without blindly comparing status or extravagance. (5) Conduct funerals in a civilized and frugal manner, without violating regulations by occupying arable land and forest land for burial. Article 14: No unit or individual shall keep large dogs or ferocious dogs that are prohibited by the municipal or county (district) people's government within the restricted breeding area. The management of guide dogs for the blind and military or police dogs shall be conducted according to national regulations. When taking dogs out, they should be accompanied by a person with full civil capacity using a leash (rope) not exceeding 2 meters in length, muzzles should be worn for large dogs and ferocious dogs that are allowed to be kept, and dog feces should be cleaned up in a timely manner. The standards for the identification of the size and type of large dogs and ferocious dogs, as well as the scope of the restricted breeding area, shall be determined and published by the municipal or county (district) people's government. Article 15: Service units such as water supply, electricity supply, gas, communications, banking, insurance, and government affairs should strengthen their conduct, improve service efficiency, and ensure service quality. Airports, stations, port passenger stations, and public transportation operating companies should improve service facilities for the convenience of passengers. Bus and taxi drivers should care for passengers, standardize services, and must not refuse to take passengers. Article 16: Law enforcement agencies should standardize law enforcement behavior, promote civilized law enforcement, and improve law enforcement efficiency. Law enforcement personnel should respect the dignity and rights of the parties involved, uphold the lawful rights and interests of the parties, and treat all parties fairly and equally.  Chapter 3: Encouragement and Promotion  Article 17: The municipal and county (district) people's governments should promote urban and rural civilization construction, strengthen planning and construction management, protect local historical culture and unique landscapes, create a beautiful living environment, establish a standardized social order, provide convenient public services, and promote harmonious and livable urban and rural areas. Article 18: Encourage the development of mass spiritual civilization creation activities such as civilized units, civilized campuses, civilized communities, civilized villages and towns, civilized families, civilized industries, and civilized service brands. The municipal and county (district) people's governments and relevant departments should establish a commendation and reward system for civilized behavior, awarding recognition and rewards to units and individuals who perform outstandingly and achieve significant results in creation activities. Article 19: Encourage enterprises and other organizations to give priority to hiring moral models, good people around them, civilized citizens, and outstanding volunteers under equal conditions. Civil servant examination and recruitment in public institutions can incorporate the performance of civilized behavior into the assessment content. Article 20: Encourage and support citizens to take legal and appropriate measures to engage in acts of bravery. The municipal and county (district) people's governments should reward and commend individuals who act bravely in accordance with relevant regulations; relevant departments and units should promptly provide legal services and livelihood security for individuals who act bravely and their families in accordance with regulations. Article 21: Encourage voluntary donation of hematopoietic stem cells and human organs (tissues). Respect and protect the will, behavior, and dignity of donors. Encourage voluntary blood donation. Voluntary blood donors and their relatives shall receive priority and favorable treatment regarding the use of blood according to law. Individuals who have received the national voluntary blood donation contribution award, the voluntary donation of hematopoietic stem cells award, and the lifetime honor award for voluntary blood donation service in this city can visit government-invested parks and tourist attractions for free with relevant certificates, be exempt from ordinary outpatient consultation fees when seeking medical treatment at government-run medical institutions, and take urban public transport for free. Article 22: Encourage units and individuals to actively engage in charitable activities such as poverty alleviation, assistance to the disabled, orphan relief, disaster relief donations, and assistance to the elderly, students, and medical care. Donations for charitable activities shall enjoy tax incentives according to law. Units and individuals that have achieved outstanding results in charity and public welfare activities shall be commended according to relevant regulations. Article 23: Encourage and support volunteer service activities, promote the establishment of various volunteer service organizations, and broaden the field of volunteer services. The unit where volunteers participate in volunteer service activities should provide support. Establish a record, evaluation, and time savings system for volunteer services. Volunteers who perform outstandingly and achieve significant results in volunteer service activities shall be recognized and rewarded according to relevant regulations, and may apply for priority in obtaining volunteer services when in difficulty.  Chapter Four: Implementation and Supervision  Article 24: State organs, enterprises, and other organizations shall discourage uncivilized behavior within their workplaces, business premises, or service areas; if it constitutes illegal behavior, they shall promptly inform the relevant administrative law enforcement departments. Citizens have the right to discourage uncivilized behavior, and should pay attention to civilized conduct while doing so. The person being discouraged should comply and must not retaliate against the discourager. Article 25: Institutions for spiritual civilization construction and relevant departments shall promote civilized behavior norms, protocols, and exemplary deeds. Mass media should publish public service advertisements, promote models of civilized behavior, expose uncivilized behavior, and create an atmosphere in society that encourages civilized actions. Encourage, support, and guide units and individuals to participate in promoting civilized behavior through funding, technology, labor, intellectual achievements, media resources, and other means. Article 26: Encourage the establishment of a civilized supervisor system. Relevant units may organize civilized supervisors to carry out the supervision and guidance of civilized behavior in public places such as stations, docks, airports, and squares. Article 27: Education departments and institutions should promote the construction of civilized campuses, establish norms for civilized behavior on campuses, integrate these norms into the scope of legal education and moral education in schools; strengthen teacher ethics and style, and organize and guide teachers to exemplary adhere to professional ethical standards. Article 28: Health departments and medical institutions should promote civilization in the medical industry, optimize service processes, strengthen communication between doctors and patients, and maintain a good medical environment. Article 29: Departments such as urban management, housing and urban-rural construction, ecological environment, water conservancy, and forestry should promptly stop uncivilized behavior in urban and rural construction and management, and investigate and deal with illegal acts that damage urban appearance, public facilities, green spaces, as well as pollution of water, air, and destruction of marine, wetland, and forest ecosystems in accordance with the law. Article 30: Departments such as market supervision, commerce, culture, broadcasting, and tourism should strengthen work coordination and cooperation, promptly handle complaints and reports, prevent uncivilized business behavior, and investigate and deal with fraudulent business activities against consumers according to law. Article 31: Public security organs should investigate and deal with uncivilized behavior in social security, traffic, and dog breeding, and support relevant departments in investigating and dealing with other uncivilized behaviors according to law. Article 32: Any unit or individual that discovers uncivilized behavior has the right to complain and report to the relevant departments; the departments receiving the complaints and reports should promptly investigate and handle them. Article 33: Promote the construction of a social credit system and improve the punishment mechanism for uncivilized behavior. Relevant departments should implement credit management for uncivilized behavior in accordance with national and provincial regulations.  Chapter Five Legal Responsibilities  Article 34 Any uncivilized behavior in violation of the provisions of this regulation shall be subject to the legal responsibilities stipulated by other laws and regulations. Article 35 For uncivilized behaviors violating the regulations of integrity and lawful operation that seriously affect the image of the coastal open city and excellent tourist city, relevant departments shall impose penalties according to the law and expose them. Article 36 Those who smoke in places and areas where smoking is prohibited, in violation of the provisions of Article 9, Item 3 of this regulation, shall be ordered to correct by relevant departments or institutions and fined fifty yuan. Article 37 For the riders or passengers of electric bicycles who fail to wear safety helmets according to regulations, in violation of the provisions of Article 11, Item 7 of this regulation, the traffic management department of the public security organs shall issue a warning or impose a fine of between twenty and fifty yuan. Article 38 Those who pick flowers and fruits in urban green spaces, forests, scenic areas, and other regions in violation of the provisions of Article 12, Item 5 of this regulation shall be ordered to stop the infringement by urban management, forestry departments, or management institutions of scenic spots, and fined between one hundred and five hundred yuan; if they cause serious damage or death to flowers, grass, and trees, they shall compensate for the losses, and relevant departments shall impose a penalty of between three and five times the loss. Article 39 Those who raise large dogs or fierce dogs in forbidden breeding areas in violation of the provisions of Article 14, Paragraph 1 of this regulation shall be ordered by public security organs to make corrections within a specified time; those who refuse to correct shall be fined between two thousand and ten thousand yuan. Violations of the provisions of Article 14, Paragraph 2 of this regulation, where the dog is taken outside without using a leash (rope) or muzzle as required, shall be ordered to correct by public security organs; those who refuse to correct shall be fined between fifty and two hundred yuan. Article 40 Those who threaten, insult, or retaliate against persuaders, complainants, or whistleblowers by means of threats, insults, or violence and constitute violations of public order management shall be punished by public security organs according to the law; if a crime is constituted, criminal responsibility shall be pursued according to the law. Article 41 Relevant departments and their staff who abuse their power, engage in favoritism, neglect their duties, or have other behaviors of failing to perform or performing their duties incorrectly in promoting civilized behavior shall be handled or punished by the corresponding competent authority according to regulations; if a crime is constituted, criminal responsibility shall be pursued according to the law.  Chapter Six Supplementary Provisions  Article 42 This regulation shall come into effect on October 1, 2018. |
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## All Five Concepts

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| Key | Value |
| one\_integrating\_law\_morality |  |
| two\_party\_committee\_leadership | 文明行为促进工作应当构建党委统一领导、政府组织实施、各方分工负责、全社会积极参与的工作机制，以培育和践行社会主义核心价值观为根本，加强社会公德、职业道德、家庭美德、个人品德教育。 |
| two\_b\_spiritual\_civ\_committee\_leadership | 市、县（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 | 国家公职人员、教育工作者、公众人物等应当在文明行为促进工作中发挥表率作用。 |
| four\_whole\_society\_promote\_civilised\_behavior | 在全社会倡导下列文明行为： |
| four\_b\_social\_institutions\_promote\_civilised\_behavior | 市、县（区）人民政府相关部门、乡镇人民政府（街道办事处）以及工会、共青团、妇联等人民团体应当按照各自职责做好文明行为促进工作。 |
| five\_promote\_coconstruction\_cogovernance |  |

## Content

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连云港市文明行为促进条例

（2018年6月29日连云港市第十四届人民代表大会常务委员会第十一次会议通过 2018年7月27日江苏省第十三届人民代表大会常务委员会第四次会议批准 根据2022年6月29日连云港市第十五届人民代表大会常务委员会第三次会议通过，2022年7月29日江苏省第十三届人民代表大会常务委员会第三十一次会议批准的《连云港市人民代表大会常务委员会关于修改〈连云港市文明行为促进条例〉的决定》修正）

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第五章 法律责任

第六章 附则

第一章 总则

第一条 为了倡导和践行社会主义核心价值观，规范、引导和促进文明行为，提升公民文明素质和社会文明水平，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活动，适用本条例。

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

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、各方分工负责、全社会积极参与的工作机制，以培育和践行社会主义核心价值观为根本，加强社会公德、职业道德、家庭美德、个人品德教育。

第四条 市、县（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（区）精神文明建设工作机构具体负责文明行为促进工作，履行下列职责：

（一）拟定文明行为促进工作规划和计划；

（二）指导、协调相关单位开展文明行为促进工作；

（三）督促、检查文明行为促进工作落实情况，定期对本条例的实施情况进行评估和通报；

（四）督导相关单位受理并按照规定办理文明行为促进工作有关建议、投诉；

（五）指导新闻媒体开展宣传引导和舆论监督工作；

（六）其他有关文明行为促进工作。

第五条 市、县（区）人民政府（开发园区、风景名胜区管委会）应当将文明行为促进工作纳入国民经济和社会发展规划、工作计划。

市、县（区）人民政府相关部门、乡镇人民政府（街道办事处）以及工会、共青团、妇联等人民团体应当按照各自职责做好文明行为促进工作。

村（居）民委员会应当协助相关单位开展文明行为促进工作。

第六条 国家机关、企业事业单位、其他组织和公民应当积极参与文明行为促进工作。

国家公职人员、教育工作者、公众人物等应当在文明行为促进工作中发挥表率作用。

第二章 文明行为基本规范

第七条 公民应当遵纪守法，自觉遵守市民文明公约、村规民约、社区居民文明公约、行业规范以及其他有关文明行为规范，尊重公序良俗。

第八条 在全社会倡导下列文明行为：

（一）热爱祖国，维护国家利益与荣誉；

（二）崇尚科学，反对封建迷信，自觉抵制邪教；

（三）积极参与全民阅读，培养良好的阅读习惯；

（四）养成低碳、绿色生活方式，节约资源，使用有利于环境保护的产品；

（五）文明用餐，珍惜粮食，适量点餐，合理消费；

（六）文明就医，尊重医务人员，遵守医疗机构管理制度，通过合法途径处理医疗纠纷；

（七）文明旅游，自觉遵守旅游管理规范，尊重当地民俗习惯、文化传统和宗教信仰，爱护文物古迹和旅游设施；

（八）热情好客，礼貌待人，主动为外地客人提供帮助；

（九）诚实守信，自觉履行法定和约定义务；

（十）尊老爱幼，主动关爱空巢老人、留守儿童、失独家庭、残疾人；

（十一）夫妻和睦，相亲相爱，向上向善，形成良好家庭文明新风尚。

第九条 公民应当遵守公共环境文明行为规范：

（一）在图书馆、博物馆、影剧院、机场等公共场所保持衣着整洁，礼貌用语，轻声接打电话，不大声喧哗；

（二）不随地吐痰、便溺，不在公共场所乱扔烟蒂、纸屑、包装袋等杂物，不从建筑物、车辆内向外抛掷废弃物，不损坏公共设施；

（三）不在禁止吸烟的场所和区域内吸烟。

第十条 公民应当遵守公共秩序文明行为规范：

（一）等候服务时自觉排队，使用电梯时先下后上，上下楼梯时靠右侧行走；

（二）进行营销宣传、装修作业、婚丧祝寿、广场舞、健身操、露天表演等活动时产生的噪音不得影响他人的生活、学习和工作；

（三）文明上网，不编造、发布、转发含有虚假、低级媚俗内容的信息；

（四）文明祭扫，绿色殡葬，不在城市建成区、林区、景区焚烧或者抛撒丧葬祭奠物品。

第十一条 公民应当遵守公共交通和文明驾驶行为规范:

（一）乘坐公共交通工具应当先下后上，主动为老、弱、病、残、孕、幼和携带婴幼儿的乘客让座；

（二）驾驶机动车应当按照道路通行规定使用灯光、喇叭，通过积水路段时减速慢行，不强行变道加塞；

（三）驾驶机动车行经人行横道时应当礼让行人，行人应当在合理时间内通过；

（四）驾驶电动自行车等非机动车应当在非机动车道内行驶，没有非机动车道的靠车行道右侧行驶，不逆向行驶，不超速行驶；

（五）行人不闯红灯，不乱穿马路，不翻越护栏；

（六）成年人陪同未成年人出行时，应当主动遵守交通规则，发挥示范、引导作用；

（七）驾驶、乘坐电动自行车应当按照规定佩戴安全头盔。

第十二条 公民应当遵守生态文明行为规范：

（一）自觉保护海洋、湿地、森林等生态系统和山海相拥的独特自然风貌；

（二）自觉保护珍贵、濒危的野生动植物，不食用法律法规禁止食用的野生动物及其制品；

（三）自觉参加植树造林、护林防火、养绿护绿等活动；

（四）不向海洋、湖泊、河流、库塘等水体倾倒垃圾、排放污水；

（五）不圈占公共绿地，不毁绿种菜，不损坏花草树木，不在城市绿地、森林、景区等区域采摘花果；

（六）不在露天焚烧秸秆、沥青、橡胶、塑料等产生有毒有害、恶臭气体的物质。

第十三条 公民应当遵守乡村文明行为规范：

（一）自觉保护古村落、古民居和乡村自然风貌，不破坏乡村道路和河网水系；

（二） 自觉保持湖泊、水库、河道、涧沟等水体干净整洁，不违规洗涤、游泳、养殖和捕捞，不违规占用海堤、河岸、道路以及其他公共空间种植养殖、打谷晒粮、储存货物、堆放杂物、乱搭乱建；

（三）自觉参加乡村环境整治义务劳动，保持房前屋后卫生、整洁，及时清理畜禽粪便，在规定地点投放垃圾；

（四）倡导文明乡风，不参加非法宗教和赌博活动，举办婚礼、生日宴会和建造房屋等不盲目攀比、大操大办；

（五）文明节俭举办葬礼，不违反规定占用耕地、林地建造坟墓。

第十四条 任何单位和个人不得在禁养区内饲养市、县（区）人民政府禁止饲养的大型犬、烈性犬。盲人饲养导盲犬和军犬、警犬的管理，按照国家有关规定执行。

携犬出户应当由完全民事行为能力人使用长度不超过2米的束犬链（绳），为允许饲养的大型犬、烈性犬佩戴嘴套，及时清理犬类粪便。

大型犬、烈性犬的体型和种类认定标准以及禁养区范围由市、县（区）人民政府确定并公布。

第十五条 供水、供电、燃气、通信、银行、保险、政务等服务单位应当加强行风建设，提高服务效率，保证服务质量。

机场、车站、港口客运站、公共交通运营企业应当完善服务设施，方便乘客出行。公交车、出租车驾驶人员应当关心乘客，规范服务，不得拒载。

第十六条 执法机关应当规范执法行为，推进文明执法，提高执法效能。

执法人员应当尊重当事人人格尊严，维护当事人合法权益，公正、平等对待当事人。

第三章 鼓励与促进

第十七条 市、县（区）人民政府应当推进城乡文明建设，加强规划建设管理，保护本地历史文化和特色风貌，创造美丽的生活环境，建立规范的社会秩序，提供便捷的公共服务，促进城乡和谐宜居。

第十八条 鼓励开展文明单位、文明校园、文明社区、文明村镇、文明家庭、文明行业、文明服务品牌等群众性精神文明创建活动。

市、县（区）人民政府以及有关部门应当建立文明行为表彰奖励制度，对在创建活动中表现突出、成效显著的单位和个人予以表彰、奖励。

第十九条 鼓励企业和其他组织在同等条件下优先招用道德模范、身边好人、文明市民、优秀志愿者等先进人物。公务员考录、事业单位招聘可以将文明行为表现情况纳入考察内容。

第二十条 鼓励和支持公民采取合法、适当的方式实施见义勇为行为。

市、县（区）人民政府应当依照有关规定，对见义勇为人员予以表彰、奖励；有关部门和单位应当依照规定及时为见义勇为人员及其家属提供法律服务和生活保障。

第二十一条 鼓励自愿捐献造血干细胞、人体器官（组织）。尊重和保护捐献人的捐献意愿、捐献行为和人格尊严。

鼓励无偿献血。无偿献血者本人及其亲属在血液使用方面依法获得优先、优惠待遇。

在本市获得国家无偿献血奉献奖、无偿捐献造血干细胞奖和无偿献血志愿服务终身荣誉奖的个人，可以凭相关证件免费游览政府投资主办的公园、旅游风景区等场所，在政府举办的医疗机构就诊时免交普通门诊诊察费，免费乘坐城市公共交通工具。

第二十二条 鼓励单位和个人主动开展扶贫、助残、救孤、济困、赈灾捐赠以及助老、助学、助医等慈善公益活动。捐赠财产用于慈善活动的，依法享受税收优惠。

对从事慈善公益活动成绩突出的单位和个人，按照有关规定予以表彰。

第二十三条 鼓励和支持志愿服务活动，推动建立各类志愿服务组织，拓宽志愿服务领域。志愿者参加志愿服务活动的，所在单位应当给予支持。

建立志愿服务记录、评价和时间储蓄制度。志愿者参加志愿服务活动表现突出、成绩显著的，按照有关规定给予表彰、奖励，有困难时可以申请优先获得志愿服务。

第四章 实施与监督

第二十四条 国家机关、企业事业单位和其他组织应当对其工作场所、营业场所或者服务区域范围内的不文明行为进行劝阻；属于违法行为的，应当及时告知有关行政执法部门。

公民有权对不文明行为进行劝阻，劝阻时应当注意举止文明。行为人应当听从劝阻，不得打击报复劝阻人。

第二十五条 精神文明建设工作机构、各有关部门应当宣传文明行为规范、文明行为礼仪、文明行为先进事迹。

大众传播媒介应当刊播公益广告，宣传文明行为先进典型，曝光不文明行为，营造全社会促进文明行为的氛围。

鼓励、支持、引导单位和个人以提供资金、技术、劳动力、智力成果、媒介资源等方式参与文明行为宣传。

第二十六条 鼓励建立文明督导员制度。有关单位可以组织文明督导员在车站、码头、机场、广场等公共场所开展文明行为监督、引导工作。

第二十七条 教育部门和教育机构应当推进文明校园建设，建立校园文明行为规范，将文明行为规范纳入学校法治和德育教育范围；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。

第二十八条 卫生健康部门和医疗卫生机构应当推进医疗行业文明建设，优化服务流程，加强医患沟通，维护良好就医环境。

第二十九条 城市管理、住房和城乡建设、生态环境、水利、林业等部门应当及时制止城乡建设和管理中的不文明行为，依法查处破坏市容环境、损坏公共设施、毁损绿地、污染水体空气以及破坏海洋、湿地、森林等生态系统的违法行为。

第三十条 市场监督管理、商务、文化广电和旅游等部门应当加强工作协调配合，及时处理投诉、举报，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。

第三十一条 公安机关应当依法查处社会治安、交通出行、饲养犬只等领域的不文明行为，支持有关部门依法查处其他不文明行为。

第三十二条 任何单位和个人发现不文明行为，有权向有关部门投诉、举报，接到投诉、举报的部门应当及时调查处理。

第三十三条 推进社会信用体系建设，完善不文明行为惩戒机制。有关部门应当按照国家和省相关规定对不文明行为实施信用管理。

第五章 法律责任

第三十四条 违反本条例规定实施不文明行为，其他法律、法规已有法律责任规定的，从其规定。

第三十五条 对违反诚信经营、守法经营规定，严重影响本市沿海开放城市、优秀旅游城市形象的不文明行为，有关部门应当依法作出处罚，并予以曝光。

第三十六条 违反本条例第九条第三项规定，在禁止吸烟的场所和区域内吸烟的，由有关部门、机构责令改正，并处以五十元罚款。

第三十七条 违反本条例第十一条第七项规定，电动自行车驾驶人员、乘坐人员未按照规定佩戴安全头盔的，由公安机关交通管理部门处以警告或者二十元以上五十元以下罚款。

第三十八条 违反本条例第十二条第五项规定，在城市绿地、森林、景区等区域采摘花果的，由城市管理、林业部门或者风景名胜区管理机构责令停止侵害，处以一百元以上五百元以下罚款；造成花草树木严重损害或者死亡的，应当赔偿损失，由有关部门处以损失费三倍以上五倍以下罚款。

第三十九条 违反本条例第十四条第一款规定，在禁养区内饲养大型犬、烈性犬的，由公安机关责令限期改正；拒不改正的，处以二千元以上一万元以下罚款。

违反本条例第十四条第二款规定，携犬出户不按规定使用束犬链（绳）或者嘴套的，由公安机关责令改正；拒不改正的，处以五十元以上二百元以下罚款。

第四十条 采取威胁、侮辱、殴打等方式打击报复劝阻人、投诉人、举报人，构成违反治安管理行为的，由公安机关依法给予治安管理处罚；构成犯罪的，依法追究刑事责任。

第四十一条 相关部门及其工作人员在文明行为促进工作中滥用职权、徇私舞弊、玩忽职守或者有其他不履行、不正确履行职责行为的，由相应主管机关按照规定给予处理或者处分；构成犯罪的，依法追究刑事责任。

第六章 附则

第四十二条 本条例自2018年10月1日起施行。