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| Translated\_content | Regulations on Promoting Civilized Behavior in Xingtai City  (Passed by the First Session of the Standing Committee of the 16th People's Congress of Xingtai City on October 19, 2021, approved by the 27th Meeting of the Standing Committee of the 13th People's Congress of Hebei Province on November 23, 2021)  Table of Contents  Chapter 1: General Principles Chapter 2: Norms of Civilized Behavior Chapter 3: Management of Uncivilized Behavior Chapter 4: Implementation and Supervision Chapter 5: Incentives and Penalties Chapter 6: Supplementary Provisions  Chapter 1: General Principles  Article 1: In order to cultivate and practice the core socialist values, inherit and promote traditional Chinese virtues, and improve citizens' civilized qualities and the social civilization level, this regulation is formulated based on relevant laws and regulations and in accordance with the actual situation of the city. Article 2: The work of promoting civilized behavior and its related activities within the administrative region of this city shall be governed by these regulations. The civilized behavior referred to in these regulations means behavior that complies with the Constitution, laws, and regulations, meets the requirements of socialist morality, reflects the core socialist values, practices the "Citizen Civilized Agreement of Xingtai City," maintains public order and good customs, leads social trends, and promotes social civilization progress. Article 3: The promotion of civilized behavior should adhere to the overall leadership of the Communist Party of China, take the people as the center, follow the principles of combining rule of law with moral governance, advocacy with governance, and self-discipline with heteronomy, construct a working mechanism of unified leadership by the Party Committee, strong legal guarantees, governmental organization and implementation, departmental coordination and collaboration, and broad social participation, creating a city image of Xingtai that is harmonious, progressive, open, inclusive, fashionable, vital, green, beautiful, suitable for business and living. Article 4: The municipal and county-level spiritual civilization construction committees shall coordinate and promote the work of civilized behavior promotion within their administrative areas. The offices of the municipal and county-level spiritual civilization construction committees shall specifically be responsible for the planning, guidance, coordination, supervision, and other aspects of the promotion of civilized behavior within their administrative areas. Article 5: Municipal and county-level people's governments shall incorporate the promotion of civilized behavior as an important part of spiritual civilization construction into the national economic and social development plan, establish and improve the target responsibility system and evaluation system for the promotion of civilized behavior, and promote the coordinated development of civilized behavior promotion with economic and social development. Relevant departments of municipal and county-level people's governments, township (town) people's governments, and street offices shall strengthen cooperation with municipal and county spiritual civilization construction committees and their offices in accordance with their respective responsibilities to jointly promote the civilized behavior in their jurisdictions. Village (community) committees shall strengthen the publicity and guidance of civilized behavior, promote incorporating the basic requirements for civilized behavior into village regulations and residents' agreements, and assist in carrying out the civilized behavior promotion work. Trade unions, the Communist Youth League, women's federations, and other mass organizations shall play their respective functional roles and actively promote civilized behavior. Article 6: Enterprises, public institutions, and other social organizations shall incorporate the basic norms of civilized behavior into industry standards, group charters, and other regulations, actively participating in the promotion of civilized behavior. Personnel in public service industries such as science and technology, culture, education, and medical health, as well as employees in public utilities like water supply, electricity supply, heating, and telecommunications, and staff at various service windows should take a leading and demonstrative role in the promotion of civilized behavior. Civilized units at all levels, as well as national staff, representatives of the National People's Congress, members of the Chinese People's Political Consultative Conference, advanced model figures, and public personalities should play a role as exemplary models in promoting civilized behavior.  Chapter 2: Norms of Civilized Behavior  Article 7: Citizens should firmly establish the concept of the state and the common ideal of socialism with Chinese characteristics, safeguarding national security, honor, and interests, and maintaining national unity and ethnic solidarity. Citizens of this city should understand the history and culture of Xingtai, learn and promote the outstanding contributions of historical figures such as Guo Shoujing and Song Jing, carry forward and inherit the revolutionary spirit of heroes and models such as Dong Zhentang and Lü Yulan, and strive to be law-abiding, loyal and responsible, dedicated, honest, and polite Xingtai people. Article 8: Citizens should promote the traditional virtues of the Chinese nation, practice the core socialist values, and adhere to social ethics primarily comprising civility and politeness, helpfulness, care for public property, environmental protection, and compliance with laws and regulations; adhere to occupational ethics characterized by responsibility and dedication, honesty and trustworthiness, fairness in work, enthusiastic service, and dedication to society; promote family virtues focused on respect for the elderly and love for the young, gender equality, harmonious couples, frugality, and mutual assistance among neighbors; and enhance personal virtues emphasized by patriotism and dedication, adherence to etiquette and rules, diligence and kindness, generosity and integrity, and self-improvement and self-discipline. Article 9: Advocating and practicing the following norms of civilized behavior: (1) Adhere to the civilized norms in public places, comply with public etiquette, dress neatly and appropriately, avoid loud noise, refrain from arguing or insulting, queue in turn and enter and exit in an orderly manner, lower volume when making calls or playing music to prevent disturbance, and follow all regulations on epidemic prevention and control, consciously covering mouth and nose when sneezing or coughing; (2) Adhere to environmental hygiene norms, avoid littering paper scraps and waste, refraining from spitting or urinating in public, not distributing advertisements or flyers indiscriminately, not picking or damaging trees and flowers, avoiding graffiti or defacement, not burning or barbecuing outdoors, and not damaging facilities or equipment; (3) Adhere to civilized traffic norms, observe public transportation order, not interfere with safe driving, not occupy others' seats, not throw objects from windows, proactively give seats to elderly, young, sick, disabled, and pregnant passengers when taking public buses or subways; consciously yield to pedestrians when driving motor vehicles, use lights and horns appropriately, pass through flooded areas at low speed, not occupy emergency lanes, and actively yield to emergency vehicles such as police, fire, and medical rescue vehicles; advocate for green and low-carbon travel, and ensure non-motor vehicles and pedestrians do not run red lights, drive in the wrong direction, or climb over road isolation facilities. (4) Abide by the community and village civility norms, comply with homeowners' agreements and village regulations, be friendly to neighbors, and mutually support one another; do not illegally build structures, do not store hazardous materials, do not create disturbing noises, do not throw objects from heights, and raise pets in a civilized manner in accordance with the law; confine livestock and poultry, do not randomly pile or burn straw and firewood, and do not thresh grains on the road; (5) Abide by the tourism and visiting civility norms, respect local customs and habits, and consciously protect tourism resources; strictly comply with the venue regulations and conduct photography, audio recording, and video recording as required; (6) Abide by the internet and telecommunications civility norms, consciously maintain internet security, communicate with honesty and friendliness, do not fabricate or spread false information, respect others' privacy, and reject online violence; (7) Abide by the medical treatment civility norms, medical staff should care for and treat patients equally, and protect patients' privacy; patients should respect and understand medical staff, follow the guidance of staff, and not disrupt normal medical treatment procedures; (8) Abide by the business service civility norms, conduct business and services with integrity, and ensure the quality of goods and services; do not deceive, mislead, or force consumers, do not set up stalls or occupy roads illegally, promptly clean up waste and clutter resulting from business activities, and do not indiscriminately dump kitchen waste; (9) Actively promote family virtues, family members should care for and support one another, consciously fulfill obligations for upbringing, support, and maintenance for the elderly, and educate and restrain minors; (10) Cultivate a healthy lifestyle, practice green development concepts, save resources such as water, electricity, and gas, eliminate food waste, reduce the use of disposable items; advocate science, resist feudal superstitions, illegal religions, and gambling activities, love learning, and build a society filled with the fragrance of books; change customs, conduct celebrations and marriage matters in a civilized and frugal manner, promote green funerals and civilized tomb-sweeping; (11) Other behaviors that are beneficial to promoting social civility; Article 10 Support and encourage the following civilized behaviors that embody the core values of socialism and promote social righteousness: (1) Act bravely in the face of injustice, participate in emergency rescue and disaster relief, and legally stop illegal criminal behavior; (2) Volunteer for blood donation and legally donate hematopoietic stem cells, human organs (tissues), or bodies; (3) Participate in volunteer services in cultural education, ecological protection, social governance, and other activities; (4) Participate in public welfare activities for poverty alleviation, helping the needy, supporting the elderly, assisting the disabled, rescuing orphans, helping students, disaster relief, and medical assistance; (5) Return lost items to their owners and do not keep found money; (6) Encourage and support citizens to dial emergency rescue numbers for those in need of assistance and provide necessary help; encourage citizens with first aid skills to cooperate with public security, emergency rescuers, and others in providing on-site emergency assistance or helping others evacuate dangerous areas while ensuring their own safety. If a person who acts bravely faces injustice and their legal rights are violated, the judicial administration department should provide legal assistance. Relevant units should provide necessary conveniences and guarantees for volunteers and volunteer service organizations to carry out volunteer activities. Municipal and county health authorities should utilize integrated blood collection and supply information platforms to establish and improve a database for blood donors and rare blood type citizens, and establish a system for donation registration and filing, gradually achieving networked management. Article 11 Encourage and support national agencies, enterprises, institutions, and other organizations to open internal parking lots, sports venues, and restrooms outside of work hours, and to use their facilities to establish caring service points to provide drinking water, heated meals, and shelter from wind and rain for sanitation workers and public welfare volunteers. Article 12 Support and encourage units and individuals to care for and love special groups such as empty-nest elderly, left-behind children, families who have lost only children, disabled persons, infectious disease patients, and underage children of migrant workers, providing them with facilities, information, and service conveniences to participate equally in social life. Article 13: Municipal and county-level education authorities and schools in various regions should offer courses on civility and etiquette, promote civil behavior and etiquette education, and spread and uphold the excellent traditional culture of China. Strengthen the construction of teacher ethics and moral standards as well as legal awareness to prevent campus bullying and violence, ensuring the physical and mental health and safety of students. Encourage university students to engage in volunteer service and other social practice activities during holidays.  Chapter Three: Governance of Uncivilized Behaviors  Article 14: Key governance of the following uncivilized behaviors that affect public order: (1) Generating excessive noise while entertaining or exercising in public places, disturbing others' normal production and life; (2) Setting off fireworks in areas or times where it is prohibited; (3) Smoking in hospitals, schools, indoor cultural venues, public transportation, public elevators, and other no-smoking areas or places; (4) Fishing or catching fish in areas where it is prohibited, such as drinking water sources and scenic water bodies; (5) Walking dogs without a leash, failing to clean up feces in a timely manner, bringing dogs other than guide dogs into public places or on public transportation, and entering taxis or ride-hailing vehicles without the driver's consent; (6) Throwing objects from buildings or structures; (7) Writing, carving, or hanging or posting advertisements and propaganda without approval on buildings, structures, trees, and outdoor facilities. Article 15: Key governance of the following uncivilized behaviors that affect traffic: (1) Not wearing seat belts while driving or riding in vehicles, misusing high beams, honking in areas where it is prohibited, and throwing waste from the vehicle while driving; (2) Failing to park vehicles according to regulations on urban roads, blocking blind paths, fire truck lanes, and emergency evacuation paths with parked vehicles; (3) Non-motor vehicles and pedestrians running red lights, not using crosswalks, or climbing over isolation facilities at intersections or while crossing roads; (4) Illegally placing barriers such as vehicle stops, ground stakes, and floor locks on public roads, occupying public parking spaces; (5) Riding electric bicycles or motorcycles at excessive speeds, driving in reverse, violating passenger loading regulations, not wearing helmets as required, and illegally installing canopies and other facilities that affect traffic safety; (6) Failing to yield to pedestrians at intersections and crosswalks where there are no traffic lights. 7. Drivers of motor vehicles shall not fail to yield to emergency vehicles such as fire trucks, ambulances, engineering rescue vehicles, police cars, and other emergency vehicles performing urgent tasks; in non-emergency situations, they shall not occupy emergency lanes, nor illegally occupy non-motor vehicle lanes or bus-only lanes. Article 16: Key actions shall be taken to address the following uncivilized behaviors that affect community and rural order: 1. Posting advertisement flyers randomly in public areas of residential communities, piling up debris, parking vehicles, or privately setting up electric vehicle charging devices; 2. Erecting temporary shelters in public areas of residential communities, throwing away ritual paper, or burning offerings; 3. Violating regulations during renovation work or producing excessive noise indoors that disrupts others' production and daily life; 4. Disposing of dead livestock and poultry carcasses, dumping or abandoning agricultural production waste such as plastic foam, plastic bags, pesticide bottles, and film in public rural areas or sites such as roadsides, ditches, or fields; 5. Burning straw, dried grass, garbage outdoors, which generates smoke and dust pollution. Article 17: Key actions shall be taken to address the following behaviors that affect network telecommunications civility: 1. Fabricating, releasing, or disseminating false, inaccurate, vulgar, or superstitious negative information; 2. Illegally leaking others' privacy; 3. Making harassment calls or sending harassment messages; 4. Insulting or defaming others through methods such as posting, commenting, reposting, face-swapping, or voice-changing. Article 18: The municipal institution for promoting spiritual civilization construction may, based on the needs of promoting civilized behavior, legally determine other uncivilized behaviors that need to be prioritized for management and announce them to the public.  Chapter 4: Implementation and Supervision  Article 19: Municipal and county-level governments, relevant departments, and the spirit of civilization construction committee and its offices shall establish and improve a long-term mechanism for promoting and ensuring civilized behavior, advancing the construction of a new era's civilization practice center. They shall regularly organize activities for creating civilized cities, civilized units, civilized service windows, civilized villages and towns, civilized communities, civilized campuses, and civilized families, and widely promote volunteer services with the theme of 'Assisting City Creation, One Hour of Weekend Volunteering.' Article 20: Relevant units and departments are encouraged to organize activities for the selection and promotion of advanced models such as role models of the era, moral models, good people around us, the most beautiful individuals, and outstanding volunteers, inspiring urban and rural residents to strive to be advanced examples of civility and politeness. Article 21: Municipal and county-level governments shall strengthen the planning, construction, and management of infrastructure related to promoting civilized behavior, reasonably plan and construct municipal facilities such as pedestrian crossings, motor vehicle parking spaces, public toilets, and waste classification disposal facilities, as well as barrier-free facilities such as blind paths, ramps, elevators, and public promotional facilities such as outdoor bulletin boards, promotional sculptures, and theme parks. Municipal and county-level governments and relevant departments and units shall improve the construction of public cultural and sports facilities such as public libraries, public news reading columns, sports venues, and community art and fitness activity sites, establishing and improving management service systems, providing convenient services, and promoting the development of civilized habits of reading and fitness among all citizens. Article 22: Public places' management units shall set up facilities such as caring seats, mother-infant rooms, and third gender restrooms in accordance with relevant regulations, equip conveniences such as wheelchairs and automatic external defibrillators, set up civilized guiding signs like 'one-meter line,' strengthen inspection and management, maintain a clean and hygienic environment, and uphold good order. Article 23: Public media such as newspapers, radio, television, new media, and government portal websites shall vividly and effectively promote the achievements of urban and rural civilization construction, publish public welfare advertisements, disseminate advanced examples of civilized behavior, and criticize uncivilized behavior. Airports, train stations, shopping malls, cinemas, parks, scenic spots, and other public places as well as urban public transport should use their advertising facilities and media to promote civilized behavior, expose uncivilized behaviors, and create a civilized and uplifting social atmosphere. National agencies, enterprises, institutions, and other organizations are encouraged, supported, and guided to participate in the publicity of civilized behavior through setting up bulletin boards, honor walls, reminder signs, etc., within their units. Article 24: Municipal and county-level people's governments shall establish and improve mechanisms for legal collaboration and information sharing regarding uncivilized behavior, organize relevant departments to carry out key supervision and joint law enforcement, and focus on managing uncivilized behavior that arouses strong social response and concentrated complaints from the public. Article 25: Any unit or individual has the right to discourage, complain about, and report uncivilized behavior. Relevant administrative law enforcement departments shall publicly announce the methods, processing procedures, and time limits for complaints and reports to the public, ensuring smooth channels for complaints and reports. For reports with clear and specific contents, the responsible administrative law enforcement department shall process them in a timely manner according to the law, inform the complainant and the whistleblower of the results, and keep the identity information of the complainant and the whistleblower confidential. Article 26: Municipal and county-level people's governments shall use social credit information sharing platforms to record civilized behaviors that are applicable for credit scoring and uncivilized behaviors that meet the criteria for serious dishonesty in personal credit records, applying integrity incentives and dishonesty penalties respectively in accordance with relevant laws, administrative regulations, and local laws. Article 27: Municipal and county-level people's congresses and their standing committees shall supervise the promotion of civilized behavior in their administrative regions through organizing or inviting congressional representatives for inspections, checks, special research, and inquiries in accordance with the law.  Chapter 5: Incentives and Penalties  Article 28: Municipal and county-level people's governments shall establish and improve systems for commending and rewarding civilized behavior, recognizing and rewarding those who are awarded honors such as civilized villages and towns, civilized units (industries), civilized campuses, civilized communities, and civilized families in accordance with relevant regulations. Encourage national agencies, grassroots self-governing organizations, enterprises, institutions, social groups, and other organizations to commend and reward individuals who have made outstanding contributions to the promotion of civilized behavior in their units. Encourage employers to give preferential treatment to moral models, excellent volunteers, and other holders of moral honors in hiring, promotions, and incentives. Article 29: Municipal and county-level people's governments shall establish incentive mechanisms for civilized behaviors in volunteer services, charitable activities, medical donations, and acts of heroism, providing respect, protection, assistance, and rewards according to the law to individuals who actively participate in volunteer services, excel in charitable activities, donate blood, provide medical donations, or perform heroic acts. Article 30: The municipal and county-level spiritual civilization construction agencies shall establish a platform for recording uncivilized behavior and record severe uncivilized behavior. Uncivilized behaviors that garner strong societal response and concentrated complaints from the public may be exposed according to the law, but information related to state secrets, commercial secrets, or personal privacy may not be exposed, nor may personal information of minors or other information that cannot be exposed according to laws and administrative regulations. Article 31: Those who violate the provisions of this regulation by leaving miscellaneous items in public areas of residential communities, walking dogs without leashes or not cleaning up excrement in a timely manner, or setting off fireworks in prohibited areas or times, shall be dealt with in accordance with local regulations such as the 'Xingtai City Property Management Regulations', 'Xingtai City Dog Management Regulations', and 'Xingtai City Regulations on the Prohibition of Fireworks'. Article 32: Those who violate the provisions of these regulations and commit uncivilized behavior shall be subject to administrative penalties. If the parties voluntarily eliminate or mitigate the harmful consequences of their illegal behavior, the penalties shall be reduced according to the law. Article 33: For uncivilized behaviors as stipulated in this regulation, refusal to rectify or repeated violations may result in heavier penalties within the range of administrative penalties prescribed by laws and regulations. Article 34: If state organs and their staff fail to perform or incorrectly perform their duties in promoting civilized behavior, their superior authorities, the units they belong to, or supervisory organs shall, according to the law, order them to rectify their actions and issue a criticism. Depending on the severity of the circumstances, disciplinary actions shall be taken against the responsible officials and other personnel directly accountable in accordance with the law; those who commit crimes shall be held criminally liable according to the law. Article 35: For violations of the provisions of these regulations, where there are penalties specified in laws, administrative regulations, and local regulations of the provinces, those provisions shall apply.  Chapter 6: Supplementary Provisions  Article 36: These regulations shall take effect from January 1, 2022. |
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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、倡导与治理相结合、自律与他律相结合的原则 |
| two\_party\_committee\_leadership | 构建党委统一领导、法治有力保障、政府组织实施、部门协调联动、社会广泛参与的工作机制 |
| two\_b\_spiritual\_civ\_committee\_leadership | 市、县级精神文明建设委员会统筹推进本行政区域内文明行为促进工作 |
| three\_exemplify\_moral\_behavior | 各级文明单位及国家工作人员、人大代表、政协委员、先进模范人物、社会公众人物应当在文明行为促进工作中发挥表率带动作用 |
| four\_whole\_society\_promote\_civilised\_behavior | 文明行为促进工作应当坚持以人民为中心 |
| four\_b\_social\_institutions\_promote\_civilised\_behavior | 工会、共青团、妇联等群团组织，应当发挥各自职能作用,积极做好文明行为促进工作 |
| five\_promote\_coconstruction\_cogovernance |  |

## Content

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邢台市文明行为促进条例

(2021年10月19日邢台市第十六届人民代表大会常务委员会第一次会议通过 2021年11月23日河北省第十三届人民代表大会常务委员会第二十七次会议批准）

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第一章 总则

第一条 为了培育和践行社会主义核心价值观，传承和弘扬中华传统美德，提高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及其相关工作，适用本条例。

本条例所称文明行为，是指遵守宪法、法律和法规规定，符合社会主义道德要求，体现社会主义核心价值观，践行《邢台市民文明公约》，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坚持中国共产党的全面领导，坚持以人民为中心，遵循法治与德治相结合、倡导与治理相结合、自律与他律相结合的原则，构建党委统一领导、法治有力保障、政府组织实施、部门协调联动、社会广泛参与的工作机制，打造邢台和谐奋进、开放包容、时尚活力、绿色靓丽、宜业宜居的城市形象。

第四条 市、县级精神文明建设委员会统筹推进本行政区域内文明行为促进工作。

市、县级精神文明建设委员会的办事机构具体负责本行政区域内文明行为促进工作的规划、指导、协调、监督等工作。

第五条 市、县级人民政府应当将文明行为促进工作作为精神文明建设重要内容纳入国民经济和社会发展规划，建立健全文明行为促进工作目标责任制和考评制度，推动文明行为促进工作与经济社会协调发展。

市、县级人民政府有关部门、乡（镇）人民政府、街道办事处应当按照各自职责，加强与市、县精神文明建设委员会及其办事机构的协作配合，共同做好本辖区文明行为促进工作。

村（居）民委员会应当加强文明行为的宣传引导，推动将文明行为基本要求纳入村规民约、居民公约，协助做好文明行为促进工作。

工会、共青团、妇联等群团组织，应当发挥各自职能作用,积极做好文明行为促进工作。

第六条 企业事业单位和其他社会组织应当将文明行为基本规范纳入行业规范、团体章程等规章制度，积极参与文明行为促进工作。

科技、文化、教育、医疗卫生等公共服务行业人员，供水、供电、供热、通信等公共事业从业人员和各类窗口单位工作人员应当在文明行为促进工作中发挥引领示范作用。

各级文明单位及国家工作人员、人大代表、政协委员、先进模范人物、社会公众人物应当在文明行为促进工作中发挥表率带动作用。

第二章 文明行为规范

第七条 公民应当牢固树立国家观念和中国特色社会主义共同理想，维护国家安全、荣誉和利益，维护国家统一和民族团结。

本市公民应当知晓邢台历史文化，学习和宣传郭守敬、宋璟等历史人物的杰出贡献，弘扬和传承董振堂、吕玉兰等英雄模范的革命精神，争做遵纪守法、忠诚担当、执着奉献、诚实守信、文明有礼的邢台人。

第八条 公民应当弘扬中华民族传统美德，践行社会主义核心价值观，遵守以文明礼貌、助人为乐、爱护公物、保护环境、遵纪守法为主要内容的社会公德；恪守以爱岗敬业、诚实守信、办事公道、热情服务、奉献社会为主要内容的职业道德；弘扬以尊老爱幼、男女平等、夫妻和睦、勤俭持家、邻里互助为主要内容的家庭美德；提升以爱国奉献、明礼遵规、勤劳善良、宽厚正直、自强自律为主要内容的个人品德。

第九条 倡导践行下列文明行为规范：

（一）遵守公共场所文明规范，遵守公共礼仪，衣着整洁得体，不大声喧哗，不争吵谩骂，等待期间依次排队、有序进出，接打电话或播放音乐时降低音量、谨防干扰，遵守疫情防控各项规定，打喷嚏或咳嗽时自觉遮掩口鼻；

（二）遵守环境卫生文明规范，不乱丢纸屑、垃圾，不随地吐痰、便溺，不乱发广告、传单，不攀折树木、花草，不随意刻画、涂污，不露天焚烧、烧烤，不损毁设施、设备；

（三）遵守交通出行文明规范，遵守乘车秩序，不干扰安全驾驶，不强占他人座位，不隔窗抛洒物品，乘坐公交、地铁时主动为老、幼、病、残、孕乘客让座；驾驶机动车自觉让行行人，规范使用灯光、喇叭，低速通过积水路段，不占用应急车道，主动避让警务、消防、医疗救护等应急车辆；倡导绿色低碳出行，非机动车和行人不闯红灯，不逆向行驶，不翻越道路隔离设施；

（四）遵守社区、乡村文明规范，遵守业主公约、村规民约，邻里友善、团结互助；不私搭乱建，不堆放危险物品，不制造扰民噪音，不进行高空抛物，依法文明饲养宠物；圈养家禽家畜，不随意堆放、焚烧秸秆柴草，不在公路上打场晒粮；

（五）遵守旅游参观文明规范，尊重当地风俗习惯，自觉爱护旅游资源；严格遵守场馆规定，按要求进行拍照、录音、录像等活动；

（六）遵守网络电信文明规范，自觉维护网络安全、诚信友好交流，不编造、散布不实信息、虚假信息，尊重他人隐私，拒绝网络暴力；

（七）遵守就医就诊文明规范，医护人员关心爱护、平等对待患者，保护患者隐私；就诊人员尊重和理解医护人员，听从工作人员指引，不干扰正常诊疗秩序；

（八）遵守经营服务文明规范，诚信经营、诚信服务，保障商品和服务质量；不诱骗、误导或者强迫消费，不违规摆摊设点、占道经营，及时清理经营活动产生的垃圾和杂物，不随意倾倒餐厨垃圾；

（九）积极弘扬家庭美德，家庭成员之间互相关爱、互相扶持，自觉履行抚养、赡养、扶养义务，关心照料老年人，教育约束未成年人；

（十）培育健康生活方式，践行绿色发展理念，节约水、电、气等资源，杜绝餐饮浪费，减少使用一次性用品；崇尚科学，抵制封建迷信、非法宗教和赌博活动，热爱学习，建设书香社会；移风易俗，文明节俭办理喜庆、婚嫁事宜，绿色殡葬、文明祭扫；

（十一）其他有益于促进社会文明的行为；

第十条 支持和鼓励下列体现社会主义核心价值观，弘扬社会正气的文明行为：

(一)见义勇为，参加抢险救灾救人，依法制止违法犯罪行为；

(二)无偿献血和依法捐献造血干细胞、人体器官(组织)、遗体；

(三)参与文化教育、生态环保、社会治理等志愿服务活动；

(四)参与扶贫、济困、扶老、助残、救孤、助学、赈灾、医疗救助等公益活动；

（五)拾金不昧，主动归还他人失物；

（六）鼓励和支持公民为需要救助的人员拨打紧急救助电话，并提供必要帮助；鼓励具备急救技能的公民在确保自身安全的前提下，配合公安、应急等救援人员实施现场紧急救护或者帮助他人撤离危险区域。

因实施见义勇为行为，见义勇为行为人及其配偶、直系亲属合法权益受到侵害的，司法行政部门应当提供法律援助。

有关单位应当为志愿者、志愿服务组织开展志愿服务活动提供必要的便利和保障。

市、县级卫生健康主管部门应当利用采供血一体化信息平台建立健全献血者资料库和稀有血型公民资料库，建立捐献登记备案制度，并逐步实现联网管理。

第十一条 鼓励和支持国家机关、企事业单位以及其他组织在非工作时间开放内部停车场、运动场所和厕所，以及利用本单位场所、设施设立爱心服务点，为环卫工人、公益志愿服务者提供饮用茶水、加热饭菜、遮风避雨等便利服务。

第十二条 支持、鼓励单位和个人关心关爱空巢老人、留守儿童、失独家庭、残疾人、传染病人和外来务工人员未成年子女等特殊群体，为其平等参与社会生活提供设施、信息和服务便利。

第十三条 市、县级教育主管部门和各地学校应当开设文明礼仪课程，开展文明行为、文明礼仪教育，传播弘扬中华优秀传统文化。加强师德师风建设和法治宣传，防治校园欺凌和暴力，保障学生身心健康和安全。

鼓励在校大学生利用假期开展志愿服务等社会实践活动。

第三章 不文明行为治理

第十四条 重点治理下列影响公共秩序的不文明行为：

（一）在公共场所娱乐、健身时产生超标噪声，干扰他人正常生产生活；

（二）在禁止燃放烟花爆竹的区域或者时段燃放烟花爆竹；

（三）在医院、学校、室内文化场所、公共交通工具、公共电梯间和其他禁止吸烟的场所或者区域内吸烟；

（四）在饮用水水源地、景观水域等禁止垂钓、捕捞的水域进行垂钓、捕捞；

（五）遛犬不牵绳，不及时清理粪便，携带除导盲犬之外的犬只进入公共场所或乘坐公交车以及未经驾驶员同意的出租车、网约车；

（六）从建筑物、构筑物上抛掷物品；

（七）在建筑物、构筑物以及树木、户外设施上涂写、刻画或者未经批准悬挂、张贴宣传品。

第十五条 重点治理下列影响交通出行的不文明行为：

（一）驾乘机动车不系安全带，违反规定使用远光灯，在禁止鸣笛的区域、路段、时段鸣喇叭，行驶中隔窗抛洒废弃物；

（二）在城市道路上未按规定停放机动车，停放车辆占用盲道、消防车通道、紧急疏散通道；

（三）非机动车和行人通过路口或者横穿道路时闯红灯、不走斑马线、翻越隔离设施；

（四）擅自在公共道路设置车挡、地桩、地锁等障碍物，占用公共停车泊位；

（五）驾驶电动车、摩托车超速行驶、逆向行驶，违规载人，不按规定佩戴头盔，违规加装遮阳棚等影响交通安全的设施；

（六）驾驶机动车在无交通信号灯的路口以及斑马线处不礼让行人；

（七）驾驶机动车不避让执行紧急任务的消防车、救护车、工程救险车、警车等应急车辆，非紧急情况占用应急车道，违规占用非机动车道、公交专用车道。

第十六条 重点治理下列影响社区、乡村秩序的不文明行为：

（一）在住宅小区公共区域乱贴小广告、乱堆杂物、停放车辆，私自布设电动车充电装置；

（二）在住宅小区公共区域搭设灵棚，抛撒冥纸、焚烧祭品；

（三）违反规定装修作业或者室内产生超标噪声，干扰他人生产生活；

（四）向路边、沟渠、河塘、场院等乡村公共场所或者区域随意丢弃病死畜禽尸体，倾倒、弃置塑料泡沫、塑料袋、农药瓶、地膜等农业生产废弃物；

（五）露天焚烧秸秆、枯草、垃圾等产生烟尘污染的物质。

第十七条　重点治理下列影响网络电信文明的行为：

(一)编造、发布或者传播虚假不实、低级庸俗、封建迷信等不良信息；

(二)擅自泄露他人隐私；

(三)拨打骚扰电话，发送骚扰短信；

(四)以发帖、跟帖、转发、评论、智能换脸、智能变声等方式侮辱、诽谤他人。

第十八条 市精神文明建设工作机构可以根据文明行为促进工作需要，依法确定需要重点治理的其他不文明行为，并向社会公布。

第四章　实施与监督

第十九条 市、县级人民政府及有关部门、精神文明建设委员会及其办事机构，应当建立健全文明行为促进与保障工作长效机制，推进新时代文明实践中心建设。定期组织开展文明城市、文明单位、文明窗口、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，广泛组织开展“助力创城，周末志愿服务一小时”活动。

第二十条 鼓励相关单位和部门组织开展时代楷模、道德模范、身边好人、最美人物、优秀志愿者等先进典型选树和宣传活动，激励城乡居民争做文明有礼先进典型。

第二十一条 市、县级人民政府应当加强与文明行为促进工作有关的基础设施的规划、建设和管理，合理规划建设人行横道、机动车泊位、公共厕所以及垃圾分类处置设施等市政设施，盲道、坡道、电梯等无障碍设施和户外宣传栏、宣传雕塑、主题公园等公益宣传设施。

市、县级人民政府和有关部门、单位应当加强公共图书馆、公共阅报栏、体育场馆和群众文艺、健身活动场所等公共文化体育设施建设，建立健全管理服务制度，提供便捷服务，推动全民阅读、全民健身文明习惯的养成。

第二十二条 公共场所经营管理单位应当按照有关规定设置爱心座椅、母婴室、第三卫生间等设施，配置轮椅、自动体外除颤仪等便民设施，设置“一米线”等文明引导标识，加强巡查管理，保持环境整洁卫生，维护良好秩序。

第二十三条 报纸、广播、电视、新媒体、政府门户网站等公共媒体应当通过生动有效的形式，宣传城乡文明建设成就，刊播公益广告，传播文明行为先进事例，对不文明行为予以批评。

机场、车站、商场、影院、公园、景区等公共场所和城市公共交通工具，应当利用自身广告设施、广告介质传播文明行为，曝光不文明行为，营造文明向上的社会氛围。

鼓励、支持、引导国家机关、企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。

第二十四条 市、县级人民政府应当建立健全不文明行为执法协作和信息共享机制，组织有关部门开展重点监管、联合执法，重点治理社会反响强烈、群众反映集中的不文明行为。

第二十五条 任何单位和个人有权对不文明行为进行劝阻、投诉和举报。

有关行政执法部门应当向社会公布投诉、举报的方式、处理流程和期限，畅通投诉、举报渠道。投诉、举报内容明确具体的，受理举报的行政执法部门应当依法及时处理并告知投诉人、举报人处理结果，并对投诉人、举报人的身份信息予以保密。

第二十六条 市、县级人民政府应当利用社会信用信息共享平台，按照有关法律、行政法规、地方性法规的规定，将适用信用加分的文明行为和符合严重失信名单认定标准的不文明行为记入个人信用记录，分别适用诚信激励和失信惩戒措施。

第二十七条 市、县级人民代表大会及其常务委员会应当通过组织、邀请人大代表进行视察、检查、专题调研、专题询问等形式，依法对本行政区域内的文明行为促进工作进行监督。

第五章 激励与惩戒

第二十八条 市、县级人民政府应当建立健全文明行为表扬和奖励制度，对获得文明村镇、文明单位（行业）、文明校园、文明社区、文明家庭等荣誉称号的按照有关规定予以表彰、奖励。

鼓励国家机关、基层自治组织、企事业单位、社会团体和其他组织，对本单位在文明行为促进工作中作出突出贡献的人员进行表扬和奖励。鼓励用人单位在招聘录用、职位晋升、待遇激励等方面对道德模范、优秀志愿者等道德领域荣誉称号获得者予以优待。

第二十九条 市、县级人民政府应当建立志愿服务、慈善公益、医学捐献、见义勇为等文明行为的激励机制，依法对积极参加志愿服务的人员，从事慈善公益活动表现突出者，献血者、医学捐献者和见义勇为人员等提供尊重和保护、帮助和奖励。

第三十条 市、县级精神文明建设工作机构应当设立不文明行为记录平台，对严重不文明行为予以记录。

对社会反响强烈、群众反映集中的不文明行为，可以依法予以曝光，但不得曝光涉及国家秘密、商业秘密或者个人隐私的信息，不得曝光未成年人的个人信息以及法律、行政法规规定不得曝光的其他信息。

第三十一条　违反本条例规定，实施在住宅小区公共区域堆放杂物，遛犬不牵绳、不及时清理粪便，在禁止燃放烟花爆竹的区域或者时段燃放烟花爆竹等不文明行为的，依照《邢台市物业管理条例》《邢台市养犬管理条例》《邢台市禁止燃放烟花爆竹规定》等地方性法规的规定处理。

第三十二条　 违反本条例规定实施不文明行为应当受到行政处罚，当事人主动消除或者减轻违法行为危害后果的，应当依法从轻、减轻处罚。

第三十三条 实施本条例规定的不文明行为，拒不改正或者多次违反的，有关行政执法部门可以在法律、法规规定的行政处罚幅度内从重处罚。

第三十四条 国家机关及其工作人员在文明行为促进工作中不履行或者不正确履行职责的，依法由其上级主管部门、所在单位或者监察机关责令改正，通报批评；并视情节轻重，对负有责任的主管人员和其他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。

第三十五条 违反本条例规定的行为，法律、行政法规和省的地方性法规已有处罚规定的，从其规定。

第六章 附 则

第三十六条 本条例自2022年1月1日起施行。