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| Translated\_content | Regulations on Promoting Civilized Behavior in Zhengzhou City  (Passed at the 33rd meeting of the Standing Committee of the 14th People's Congress of Zhengzhou City on December 21, 2017; approved at the 2nd meeting of the Standing Committee of the 13th People's Congress of Henan Province on March 31, 2018; amended at the 28th meeting of the Standing Committee of the 15th People's Congress of Zhengzhou City on October 29, 2021; approved at the 28th meeting of the Standing Committee of the 13th People's Congress of Henan Province on November 27, 2021 in accordance with the decision of the Standing Committee of the People's Congress of Zhengzhou City on amending certain local regulations.)         Table of Contents  Chapter 1: General Principles Chapter 2: Norms and Advocacy Chapter 3: Implementation and Guarantee Chapter 4: Legal Responsibilities Chapter 5: Supplementary Provisions  Chapter 1 General Principles  Article 1 In order to cultivate and practice the core socialist values, promote traditional Chinese virtues, guide and promote civilized behavior, enhance citizens' moral quality and social civilization level, and advance urban and rural civilization construction, these regulations are formulated based on relevant laws and regulations and in light of the actual conditions of this city. Article 2 These regulations apply to the promotion of civilized behavior within the administrative region of this city. Article 3 The civilized behavior referred to in these regulations means complying with the constitution and laws and regulations, practicing the core socialist values, meeting socialist moral requirements, maintaining public order and good customs, guiding social trends, and promoting social civilization progress. Article 4 The work of promoting civilized behavior adheres to the principles of government leadership, public participation, a combination of rewards and punishments, and systematic advancement, forming a long-term mechanism for co-construction, co-governance, and sharing in civilized construction, and promoting social ethics, professional ethics, family virtues, and personal character development. Article 5 The Municipal and County (City, District) Civilization Construction Guidance Committee coordinates the promotion of civilized behavior within this administrative area. The working bodies for civilization construction in municipalities and counties (cities, districts) are specifically responsible for the planning, guidance, coordination, and supervision of civilized behavior promotion work within this administrative area. Relevant departments and units of the people's government at the municipal and county (city, district) levels should fulfill their responsibilities and tasks, work together to promote civilized behavior. People's governments in townships, street offices, and village (community) committees should include the promotion of civilized behavior in their agendas and ensure the implementation of concrete work. Article 6 The Municipal and County (City, District) Civilization Construction Guidance Committee establishes a joint conference system for promoting civilized behavior, studies and formulates relevant regulations, clarifies task divisions, and coordinates the resolution of major issues. Article 7 The people's government at the municipal and county (city, district) levels shall include the promotion of civilized behavior in the national economic and social development plans and annual plans, with the required funds included in the local fiscal budget. Article 8 State agencies, enterprises and public institutions, people's groups, and social organizations should actively support and participate in the work of promoting civilized behavior according to their own realities. National public officials and public figures shall play a role model in the work of promoting civilized behavior. Citizens shall consciously abide by the citizens' civilization covenants, community residents' civilization covenants, village regulations and agreements, student codes, and industry norms, adhere to public order and good customs, and actively participate in promoting civilized behavior. Article 9 Encourage and support organizations and individuals to participate in the promotion of civilized behavior by providing funding, technology, labor, intellectual achievements, media resources, and other means. Article 10 Newspapers, magazines, radio and television, online platforms, and other mass media should strengthen positive guidance, carry out publicity for civilized construction and public opinion supervision, promote and report advanced models, disseminate virtues and good deeds, and create an atmosphere in society that encourages and promotes civilized behavior.  Chapter 2 Norms and Advocacy  Article 11: Citizens should love their country, obey the law, be courteous and honest, unite and be friendly, strive for self-improvement, and be dedicated to their work. Article 12: Citizens should maintain public order and consciously practice the following behaviors: (1) Dress appropriately in public places, conduct themselves in a civilized manner, and not speak loudly; (2) Wait for service in line in order; (3) Carry out square dancing, outdoor singing, and other cultural and entertainment activities in a civilized manner, use venues and facilities reasonably, and not disturb others' work and life; (4) Engage in business activities without disrupting public order; (5) Do not throw items from buildings, structures, or vehicles. Article 13: Citizens should cherish the environment and consciously practice the following behaviors: (1) Enhance environmental protection awareness, fulfill environmental protection obligations, participate in ecological civilization construction, and protect the air, water, soil, and other environments; (2) Reduce emissions of pollutants such as exhaust, wastewater, and solid waste, and sort garbage according to relevant regulations; (3) Do not burn straw, fallen leaves, dry grass, and other substances that produce smoke pollution in the open air; (4) Do not write or draw on public facilities; (5) Do not damage landscape greening and its facilities; (6) Do not smoke in places where smoking is prohibited; (7) Do not spit or urinate in public; (8) Do not litter with fruit peels (stones), cigarette butts, packaging paper (bags, boxes), beverage cans (bottles, boxes), chewing gum residue, waste batteries, animal corpses, and other waste. Article 14: Citizens should live civilized lives and consciously practice the following behaviors: (1) Advocate a green and low-carbon lifestyle, and save resources such as water, electricity, oil, and gas; (2) Consume rationally, dine in a civilized manner, and practice thrift; (3) Classify and collect daily waste items to promote recycling; (4) Establish new customs, eliminate bad habits, and handle marriage, funeral, and festive matters in a civilized manner; (5) Abide by relevant regulations on the breeding of livestock, poultry, and pets. Article 15 Citizens should travel in a civilized manner and consciously abide by the following regulations: (1) When driving a motor vehicle through a pedestrian crossing, speed should be reduced, and when pedestrians are passing, the vehicle must stop to yield; when passing a road without traffic signals, the vehicle must yield to pedestrians crossing the road; when passing an intersection without traffic lights, traffic signs, traffic markings, or traffic police guidance, the vehicle should slow down and yield to pedestrians. (2) When riding a non-motor vehicle through an intersection or pedestrian crossing, the vehicle should follow the traffic signal instructions and yield to pedestrians; while waiting for traffic signals, the vehicle should stop beyond the stop line; non-motor vehicles are not allowed to enter urban expressways, elevated roads, overpasses, or other roads where non-motor vehicle passage is prohibited. (3) Pedestrians should use pedestrian crossings or crossing facilities when crossing intersections or roads, and should not cross road isolation facilities; they should not linger or play on the road; when using pedestrian crossings with traffic lights, they should follow the instructions of the traffic lights. (4) Selling or distributing items on the roadway is prohibited. (5) Passengers on public transportation should proactively give their seats to the elderly, weak, sick, disabled, pregnant women, and those carrying infants and young children. Article 16 Parking of motor vehicles should comply with laws and regulations, and must not hinder the passage of other vehicles and pedestrians. Parking of non-motor vehicles should comply with the traffic safety laws and regulations, parking at designated locations; in areas without designated parking, they must not hinder the passage of other vehicles and pedestrians. Article 17 Citizens should travel in a civilized manner and consciously practice the following behaviors: (1) Abide by tourism management norms and respect local customs; (2) Protect cultural relics, scenic spots, and tourism facilities; (3) Follow the guidance and management of staff in scenic areas and spots, and refrain from engaging in activities that endanger personal safety or property. Article 18 Family members should support each other and respect the elderly and love the young. Guardians of minors should educate and guide them to abide by civilized behavior norms. Neighbors should be united and harmonious, mutually respecting cultural customs, not interfering with others' normal lives, caring for and reasonably using public spaces and facilities, and encouraging active participation in greening and beautifying activities in the community. Care for empty nest elderly, left-behind children, disabled individuals, and the minor children of migrant workers. Article 19 Citizens should use the internet in a civilized manner. They must not post or spread false information, vulgar or violent content online, not attack or insult others through posts or comments online, and must not engage in other activities that violate public order or harm others' lawful rights. Article 20 Various advertising media should express advertising content in a healthy manner and are obligated to publish public service advertisements, advocating good moral standards. The content of advertisements should be truthful and legal, conforming to the requirements of socialist spiritual civilization construction and promoting the excellent traditional culture of the Chinese nation. Article 21: Encourage and support the act of voluntary blood donation, donating hematopoietic stem cells, corpses, and human organs (tissues). Respect and protect the donation intentions, donation actions, and personal dignity of donors. Article 22: Advocate for learning first aid knowledge. Encourage providing help within one’s ability and rescuing others when they are injured or faced with life and health dangers. Encourage and support citizens in acting courageously for justice. Article 23: Encourage and support volunteer service activities, promote the establishment of various volunteer service organizations legally, broaden the field of volunteer service, innovate methods of volunteer service, and promote widespread participation in volunteer service activities throughout society. Article 24: Encourage employers to prioritize hiring and employing models of morality, civilized citizens, and excellent volunteers under the same conditions during recruitment. Article 25: Encourage and support state organs, people's groups, grassroots mass autonomous organizations, enterprises, and social organizations to utilize their premises and facilities to establish public service points, providing convenient services such as drinking water, hot meals, and shelter from wind and rain for sanitation workers and other outdoor staff in need of help. Article 26: Public places should be equipped with public toilets according to the prescribed standards and keep them open. In municipal public infrastructure, public utilities, or in densely populated places such as airports, stations, subways, docks, medical institutions, sports venues, and scenic spots, independent mother-baby rooms should be equipped according to relevant standards, and toilet stalls or third gender restrooms should be set up to accommodate the elderly, children, and people with mobility difficulties.  Chapter Three: Implementation and Guarantee  Article 27: Municipal and county (city, district) people's governments should establish and improve the responsibility system and evaluation system for promoting civilized behaviors, sign responsibility agreements regarding target tasks with responsible units, and check and evaluate the implementation status. The municipal and county (city, district) spiritual civilization construction working organizations, relevant administrative departments, and units should establish and improve the evaluation system for civilized behavior in their respective regions and systems, regularly organize and conduct civilized index assessments, and publicly announce the results to society. Article 28: Municipal and county (city, district) people's governments and relevant departments and units should establish and improve the commendation and reward system for civilized behavior and the preferential treatment and assistance system for advanced individuals. State organs, enterprises, public institutions, and social organizations should actively participate in or organize their personnel to take part in various evaluations and awards for civilized behavior, according to the actual circumstances of their region, department, industry, and unit. Article 29: Municipal and county (city, district) people's governments and relevant departments and units may legally support the operation and management of volunteer services through purchasing services, financial assistance, and other means. Volunteer service organizations should provide necessary conditions for volunteers to participate in volunteer service activities, address difficulties encountered by volunteers during the process, and protect volunteers' legitimate rights and interests. Establish volunteer service record, evaluation, and time savings systems and other mechanisms for guaranteeing and incentivizing volunteer service. Volunteers who excel in performance and achievements during volunteer service can apply for priority access to volunteer services when in need. Article 30: Municipal and county (city, district) spiritual civilization construction working organizations, relevant administrative departments, and units should promote civilized behavior, etiquette, and models, and criticize and condemn uncivilized behavior. Article 31 The people's governments of cities and counties (districts) and relevant departments shall scientifically plan and reasonably allocate resources to build and improve the following facilities: (1) Public transport vehicles, traffic signs and markings, electronic monitoring and other traffic facilities; (2) Pedestrian crossings, overpasses, underground passages, landscaping lighting, parking spaces and other municipal facilities; (3) Blind paths, ramps, elevators and other accessibility facilities; (4) Living facilities such as shopping malls, supermarkets, and traditional markets; (5) Sanitation facilities such as public toilets, garbage and sewage treatment; (6) Public cultural facilities such as libraries, museums, culture centers (stations), art galleries, science and technology museums, memorial halls, sports venues, and women's and children's activity centers; (7) Leisure and entertainment facilities such as parks and plazas; (8) Place name sign facilities such as administrative divisions, natural geography, residential communities, emergency shelters, public toilets, streets, buildings, and house numbers; (9) Advertising and publicity facilities such as bulletin boards and information panels; (10) Volunteer service facilities such as volunteer service stations; (11) Other facilities related to the promotion of civilized behavior. The management units of the facilities mentioned in the previous paragraph shall strengthen daily inspections to ensure that the facilities are intact, operate normally, and are clean and orderly. Article 32 The people's governments of cities and counties (districts) shall organize and carry out mass spiritual civilization creation activities for civilized cities (towns), civilized villages and towns (communities), civilized units, civilized families, and civilized campuses. Article 33 The township people's governments, street offices, and village (residential) committees shall take the following measures to build civilized villages and towns (communities): (1) Strengthen the construction of grassroots mass autonomous organizations, formulate owner agreements and village regulations according to law, and enhance self-education, self-management, and self-service capabilities; (2) Improve water, electricity, road, and communication facilities as well as garbage and sewage disposal facilities, carry out comprehensive environmental remediation, and protect natural, historical, and cultural landscapes; (3) Improve the basic public cultural service system, inherit and protect excellent national folk culture, and enrich the cultural life of the masses; (4) Carry out education in civilized literacy, promote changes in customs, and rectify outdated conventions and bad habits; (5) Cultivate and promote a new culture of local virtuous figures, play the leading and exemplary role of new local virtuous figures, and encourage emulation of the good and virtuous behavior. (6) Advocate for neighborhood watch to provide assistance to the elderly, women, children, and persons with disabilities; (7) Strengthen the management of local markets, promote zoned operations, and separate street markets. Article 34: State organs, enterprises, institutions, people's organizations, and social organizations shall take the following measures to build a civilized unit: (1) Improve unit rules and regulations, and manage scientifically, democratically, and according to standards; (2) Standardize service behavior, formulate service standards, publicly commit to service, optimize service content and processes, and provide high-quality, efficient, and civilized services; (3) Cultivate a healthy and upward unit culture, educate employees to observe the law, uphold professional ethics, and behave civilly; (4) Organize public welfare activities and proactively fulfill social responsibilities; (5) Improve and beautify the working environment. Article 35: Schools should strengthen the construction of civilized campuses, create an atmosphere of civilization and moral education, and ensure the comprehensive development and healthy growth of students: (1) Adhere to the principle of cultivating virtue and establishing a person, strengthen the education of excellent traditional Chinese culture, cultivate and practice the core socialist values, and foster a good school spirit, teaching style, and learning environment; (2) Strengthen the construction of teacher ethics and styles, standardize educational and teaching behaviors, and prohibit insulting, cursing, or physically punishing students; (3) Strengthen education on filial piety towards parents and respect for teachers, etiquette, mental health, and the cultivation of civilized behavior among students; (4) Improve campus cultural facilities and carry out healthy and uplifting campus cultural activities; (5) Purify, green, and beautify the campus environment, building a beautiful campus; (6) Strengthen legal awareness and education, prevent campus bullying, and create a safe campus. Article 36: Relevant departments and units of the city and county (city, district) people's government shall strengthen the promotion of civilized behavior according to the following regulations: (1) Relevant departments and units should improve and implement the legal responsibility system, strengthen the promotion and education of civilized behavior, promote the integration of legal education and moral education, and enhance the mutual reinforcement of legal and moral governance; (2) Departments in charge of culture, radio and television should strengthen public cultural services, plan and guide the creation, promotion, and publicity of public cultural products, legally investigate and deal with illegal acts in the cultural market, and regulate the order of the cultural market; (3) Educational administrative departments and educational institutions should incorporate civilized behavior education into education and teaching content, enhancing the civilized literacy of teachers and students; (4) The tourism administrative department should strengthen tourism supervision and inspection, advocate healthy, civilized, and environmentally friendly tourism methods, standardize the business and service behaviors of tourism operators and practitioners, legally investigate false advertising, forced consumption, and other acts, and maintain normal tourism order; (5) The civil affairs department shall strengthen management of volunteer services and assistance to vagrants and beggars, promote marriage customs and funeral reform, advocate for a new civilization, stop and correct uncivil behavior, and investigate illegal activities according to law; (6) Administrative departments responsible for urban management, urban and rural construction, housing security and real estate management, ecological environment, landscaping, water affairs, forestry, etc., shall strengthen supervision over uncivil behaviors that damage urban appearance, municipal infrastructure, planning and construction, ecological environment, and urban and rural landscaping, promptly dissuade and effectively stop such behaviors, and investigate illegal activities according to law; (7) Public security agencies, departments responsible for transportation administration, etc., shall strengthen traffic management and the promotion of civilized travel, promptly stop uncivil traffic behaviors, and investigate traffic violations; (8) Health administrative departments and medical institutions should strengthen the promotion of civilized medical practice and patient care, enhance the professional ethics training of medical staff, optimize service processes, improve medical services, strengthen doctor-patient communication, and maintain a fair and orderly medical environment; (9) Administrative departments such as market supervision and management should enhance work coordination and cooperation, timely handle complaints and reports, stop uncivil business behaviors, and investigate illegal business activities such as consumer fraud according to law; (10) Internet information management institutions should strengthen the construction of online civilization, improve the management and supervision mechanism for internet information content, enhance monitoring of uncivil online behaviors, and assist public security agencies in investigating illegal dissemination of online information. Article 37 Administrative law enforcement departments should establish information sharing and law enforcement cooperation mechanisms. The people's governments of cities, counties (cities, districts) and relevant administrative departments should implement administrative law enforcement responsibility systems, improve administrative law enforcement methods, standardize law enforcement behaviors, promote civilized law enforcement, and enhance law enforcement effectiveness. Article 38 A unified public credit information platform shall be established in this city, promoting a social credit code system based on organization code and resident ID numbers, setting unified standards for credit information collection and classification management, recording information on civilized behaviors that are recognized and uncivil behaviors that are punished, and achieving data sharing of credit information. Article 39 The working institutions for spiritual civilization construction at the municipal and county (city, district) levels can recruit supervisors of civilized behaviors to assist in the publicity, education, supervision of civilized behaviors, and the stopping and correcting of uncivil behaviors. Article 40 State agencies, enterprises, public institutions, people's organizations, and social organizations should educate their personnel on enhancing civilized qualities. The spiritual civilization construction working institutions and relevant administrative departments should supervise and guide the implementation of education. Article 41 State agencies, enterprises, public institutions, people's organizations, and social organizations should dissuade uncivil behaviors within their workplaces, business places, or service areas; companies engaged in property services and security services should dissuade uncivil behaviors within their service areas; if such behaviors are illegal, they should be promptly stopped, reported to relevant departments, and assistance provided in obtaining evidence. Article 42 Relevant departments and units of the people's governments at the municipal and county (city, district) levels may record the uncivil behaviors of institutions and individuals according to law, restrict their participation in relevant activities, and may, if necessary, report to their superior departments or the respective institution, community; in severe cases, which have bad impacts, may be publicly exposed according to law. Article 43 Any unit and individual has the right to provide opinions and suggestions on the promotion of civilized behaviors through telephone, letter, email, etc.; has the right to dissuade uncivil behaviors; and may report and complain to relevant administrative departments if the dissuasion is ignored. Relevant administrative departments should timely process complaints and reports that are clear and specific, inform the reporting and complaining individuals of the results, and keep the identity information of the reporters and complainants confidential. Relevant administrative departments should announce the ways, processes, and handling time limits for reporting and complaining to the public, facilitating reporting and complaints by units and individuals.  Chapter Four Legal Responsibility  Article 44 Where laws and regulations already provide penalties for uncivil behaviors specified in these regulations, those provisions shall prevail. Article 45 Those who violate the provisions of these regulations and fall into one of the following categories shall be punished by the traffic management department of the public security organ according to the following provisions: (1) Those who violate the provisions of Article 15, Item (1) of these regulations shall be fined 200 yuan; (2) Those who violate the provisions of Article 15, Item (2) of these regulations and drive non-motor vehicles through intersections or pedestrian crossings without following traffic signal indicators shall be fined 50 yuan; if they cross the stop line while waiting for traffic signal indicators, they shall be ordered to correct this; if they refuse to correct it, they shall be fined 20 yuan; (3) Those who violate the provisions of Article 15, Items (3) and (4) of these regulations shall be fined 50 yuan. Article 46. Those who should be fined for violating these regulations and voluntarily participate in social services related to the promotion of civil behavior may be arranged by the relevant administrative departments to participate in corresponding social services; if they complete the corresponding social services and are recognized by the relevant administrative departments, they may not be fined. Article 47. Relevant administrative departments and units, as well as their staff, who engage in any of the following behaviors during the promotion of civil behavior shall be ordered to correct by the authority with management rights and publicly criticized; for serious circumstances, those directly responsible and other personnel with direct responsibility shall be punished according to the law: (1) Failing to perform or correctly perform their duties in civic spiritual civilization activities; (2) Not lawfully investigating and handling unlawful and uncivilized behavior; (3) Not lawfully investigating and handling reports and complaints; (4) Other behaviors of negligence, abuse of power, or misconduct for personal gain.  Chapter 5 Supplementary Provisions  Article 48. The promotion of civil behavior in the Zhengzhou Airport Economic Comprehensive Experimental Zone, Zhengzhou High-Tech Industrial Development Zone, Zhengzhou Economic and Technological Development Zone, Zhengdong New District, and other areas shall be subject to these regulations. Article 49. These regulations shall come into effect on July 1, 2018. |
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## All Five Concepts

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| Key | Value |
| one\_integrating\_law\_morality | 各有关部门和单位应当健全并落实普法责任制，加强文明行为宣传教育，推进法治教育和道德教育相结合，促进法治和德治相辅相成。 |
| two\_party\_committee\_leadership | 本条例所称文明行为，是指遵守宪法和法律、法规规定，践行社会主义核心价值观，符合社会主义道德要求，维护公序良俗，引领社会风尚，推动社会文明进步的行为。 |
| two\_b\_spiritual\_civ\_committee\_leadership | 市、县（市、区）精神文明建设指导委员会统筹本行政区域内文明行为促进工作。 |
| three\_exemplify\_moral\_behavior | 国家公职人员、公众人物应当在文明行为促进工作中发挥表率作用。 |
| four\_whole\_society\_promote\_civilised\_behavior | 营造全社会鼓励和促进文明行为的氛围。 |
| four\_b\_social\_institutions\_promote\_civilised\_behavior | 国家机关、企业事业单位、人民团体、社会组织应当结合自身实际，积极支持、参与文明行为促进工作。 |
| five\_promote\_coconstruction\_cogovernance | 形成共建、共治、共享文明建设长效机制。 |

## Content

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郑州市文明行为促进条例

（2017年12月21日郑州市第十四届人民代表大会常务

委员会第三十三次会议通过 2018年3月31日河南省第

十三届人民代表大会常务委员会第二次会议批准 根据

2021年10月29日郑州市第十五届人民代表大会常务委

员会第二十八次会议通过 2021年11月27日河南省第

十三届人民代表大会常务委员会第二十八次会议批准的

《郑州市人民代表大会常务委员会关于修改部分地方性

法规的决定》修正）

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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，弘扬中华传统美德，引导和促进文明行为，提升公民道德素质和社会文明水平，推进城乡文明建设，根据有关法律、法规，结合本市实际，制定本条例。

第二条 本市行政区域内文明行为促进工作适用本条例。

第三条 本条例所称文明行为，是指遵守宪法和法律、法规规定，践行社会主义核心价值观，符合社会主义道德要求，维护公序良俗，引领社会风尚，推动社会文明进步的行为。

第四条 文明行为促进工作坚持政府主导、公众参与、奖惩结合、系统推进的原则，形成共建、共治、共享文明建设长效机制，推进社会公德、职业道德、家庭美德、个人品德建设。

第五条 市、县（市、区）精神文明建设指导委员会统筹本行政区域内文明行为促进工作。

市、县（市、区）精神文明建设工作机构具体负责本行政区域内文明行为促进工作的规划、指导、协调、监督。

市、县（市、区）人民政府有关部门和单位应当按照职责和任务分工，切实履职尽责，共同做好文明行为促进工作。

乡镇人民政府、街道办事处和村（居）民委员会应当将文明行为促进工作纳入工作日程，抓好具体工作落实。

第六条 市、县（市、区）精神文明建设指导委员会建立文明行为促进工作联席会议制度，研究、制定文明行为促进工作相关规定，明确任务分工，协调解决有关重大问题。

第七条 市、县（市、区）人民政府应当将文明行为促进工作纳入国民经济和社会发展规划及年度计划，所需经费列入同级财政预算。

第八条 国家机关、企业事业单位、人民团体、社会组织应当结合自身实际，积极支持、参与文明行为促进工作。

国家公职人员、公众人物应当在文明行为促进工作中发挥表率作用。

公民应当自觉遵守市民文明公约、社区居民文明公约、村规民约、学生守则以及行业规范等，遵循公序良俗，积极参与文明行为促进工作。

第九条 鼓励、支持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促进工作。

第十条 报刊杂志、广播电视、网络平台等大众传播媒介应当加强正面引导，开展文明建设宣传和舆论监督，宣传报道先进典型，传播美德善行，营造全社会鼓励和促进文明行为的氛围。

第二章 规范与倡导

第十一条 公民应当爱国守法、明礼诚信、团结友善、勤俭自强、敬业奉献。

第十二条 公民应当维护公共秩序，自觉践行下列行为：

（一）在公共场所着装得体，言行举止文明，不得大声喧哗；

（二）等候服务依次排队；

（三）文明开展广场舞、室外歌唱等文体娱乐活动，合理使用场地及设施设备，不得影响他人工作、生活；

（四）从事经营活动不得妨碍公共秩序；

（五）不得从建筑物、构筑物、车辆内向外抛撒物品。

第十三条 公民应当爱护环境，自觉践行下列行为：

（一）增强环境保护意识，履行环境保护义务，参与生态文明建设，保护大气、水、土壤等环境；

（二）减少废气、废水、固体废弃物等污染物排放，按照有关规定对垃圾分类投放；

（三）不得露天焚烧秸秆、落叶、枯草等产生烟尘污染的物质；

（四）不得在公共设施上涂写、刻画；

（五）不得损坏园林绿化及其设施；

（六）不得在禁止吸烟的场所吸烟；

（七）不得随地吐痰、便溺；

（八）不得乱扔果皮（核）、烟蒂、包装纸（袋、盒）、饮料罐（瓶、盒）、口香糖渣、废电池、动物尸体等废弃物。

第十四条 公民应当文明生活,自觉践行下列行为：

（一）倡导绿色低碳生活方式，节约水、电、油、气等资源；

（二）合理消费、文明用餐、厉行节约；

（三）分类、收集日常废旧物品，推进循环利用；

（四）树立新风，破除陋习，文明办理婚丧喜庆事宜；

（五）遵守饲养畜禽、宠物的有关规定。

第十五条 公民应当文明出行,自觉遵守下列规定:

（一）驾驶机动车行经人行横道应当减速行驶，遇行人正在通过时停车让行；行经没有交通信号的道路时，遇行人横过马路应当避让；通过没有交通信号灯、交通标志、交通标线或者交通警察指挥的交叉路口时，应当减速慢行，并让行人先行。

（二）驾驶非机动车，通过交叉路口、人行横道时，应当按照交通信号指示通行，礼让行人；等待交通信号指示时，应当在停止线以外；不得进入城市快速路、高架路、立交桥等禁止非机动车通行的道路。

（三）行人通过路口或者横过道路，应当走人行横道或者过街设施，不得跨越道路隔离设施；不得在车行道内停留、嬉闹；通过有交通信号灯的人行横道，应当按照交通信号灯指示通行。

（四）不得在车行道内兜售、发送物品。

（五）乘坐公共交通工具应当主动为老、弱、病、残、孕及携带婴幼儿的乘客让座。

第十六条 停放机动车应当遵守法律、法规规定，不得妨碍其他车辆、行人通行。

停放非机动车应当遵守道路交通安全法律、法规规定，在规定地点停放；在未设停放地点的区域停放，不得妨碍其他车辆、行人通行。

第十七条 公民应当文明旅游，自觉践行下列行为：

（一）遵守旅游管理规范，尊重当地风俗习惯；

（二）爱护文物古迹、风景名胜、旅游设施等旅游资源；

（三）服从景区、景点工作人员引导和管理，不得从事危及人身财产安全的活动。

第十八条 家庭成员之间应当互相扶持，敬老爱幼。未成年人的监护人应当教育、引导未成年人遵守文明行为规范。

邻里之间团结和睦，相互尊重文化习俗，不干扰他人正常生活，爱护和合理使用公共空间、设施设备，鼓励主动参与楼院、社区的绿化、美化活动。

关爱空巢老人、留守儿童、残疾人和外来务工人员未成年子女。

第十九条 公民应当文明上网。不得在网上发布和传播虚假信息、低俗淫秽暴力信息，不得在网上通过发帖、评论等方式攻击、谩骂他人，不得在网上从事其他违背公序良俗、损害他人合法权益的活动。

第二十条 各类广告发布媒介应当以健康的形式表达广告内容，并有义务刊播公益广告，倡导良好道德风尚。

发布广告内容应当真实、合法，符合社会主义精神文明建设和弘扬中华民族优秀传统文化的要求。

第二十一条 鼓励和支持无偿献血、捐献造血干细胞、遗体、人体器官（组织）的行为。尊重和保护捐献人的捐献意愿、捐献行为和人格尊严。

第二十二条 倡导学习急救知识。鼓励为他人提供力所能及的帮助，当他人出现伤病或者处于其他生命健康危险时予以救助。

鼓励和支持公民见义勇为。

第二十三条 鼓励和支持志愿服务活动，推动依法建立各类志愿服务组织，拓宽志愿服务领域，创新志愿服务方式，推动全社会广泛参与志愿服务活动。

第二十四条 鼓励用人单位在招聘时，在同等条件下优先录用和聘用道德模范、文明市民、优秀志愿者等先进人物。

第二十五条 鼓励和支持国家机关、人民团体、基层群众性自治组织、企业事业单位和社会组织利用本单位场所、设施设立公益服务点，为需要帮助的环卫工人和其他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。

第二十六条 公共场所应当依照规定的标准配套建设公共厕所并保持开放。

在市政公共基础设施、公用事业范围或者机场、车站、地铁、码头、医疗机构、体育场馆、风景名胜区等人员密集场所，应当按照相关标准配备独立的母婴室，设置方便老人、儿童及行动不便者使用的厕位或者第三卫生间。

第三章 实施与保障

第二十七条 市、县（市、区）人民政府应当建立健全文明行为促进工作目标责任制和考评制度，与责任单位签订目标任务责任书，并对落实情况进行检查、考评。

市、县（市、区）精神文明建设工作机构、各有关行政主管部门及单位，应当建立健全本地区、本系统文明行为评估体系，定期组织开展文明指数测评，并向社会公布。

第二十八条 市、县（市、区）人民政府及有关部门和单位应当建立健全文明行为表彰奖励制度和先进人物礼遇、困难帮扶制度。

国家机关、企业事业单位、人民团体、社会组织应当结合本地区、本部门、本行业、本单位实际情况，积极参加或者组织本单位人员参加各种文明行为评选与表彰活动。

第二十九条 市、县（市、区）人民政府及有关部门和单位可以依法通过购买服务、资金援助等方式，支持志愿服务运营管理。

志愿服务组织应当为志愿者参与志愿服务活动提供必要条件，解决志愿者在志愿服务过程中遇到的困难，维护志愿者的合法权益。

建立志愿服务记录、评价和时间储蓄制度等志愿服务保障和激励机制。参加志愿服务活动表现突出、成绩显著的志愿者，有困难时可以申请优先获得志愿服务。

第三十条 市、县（市、区）精神文明建设工作机构、各有关行政主管部门及单位，应当宣传文明行为、文明礼仪、文明范例，批评和谴责不文明行为。

第三十一条 市、县（市、区）人民政府及有关部门应当科学规划、合理布局，建设完善下列设施:

（一）公共交通工具、交通标志标线、电子监控等交通设施；

（二）人行横道、过街天桥、地下通道、绿化照明、停车泊位等市政设施；

（三）盲道、坡道、电梯等无障碍设施；

（四）商场、超市、集贸市场等生活设施；

（五）公共厕所、垃圾、污水处理等环卫设施；

（六）图书馆、博物馆、文化馆（站）、美术馆、科技馆、纪念馆、体育场馆、妇女儿童活动中心等公共文化设施；

（七）公园、广场等休闲娱乐设施；

（八）行政区划、自然地理、居住小区、应急避难场所、公共厕所、街道、楼宇、门牌等地名标志设施；

（九）广告栏、宣传栏等广告宣传设施；

（十）志愿服务站等志愿服务设施；

（十一）其他与文明行为促进有关的设施。

前款规定的设施，管理单位应当加强日常检查，保证设施完好、运行正常、整洁有序。

第三十二条 市、县（市、区）人民政府应当组织开展文明城市（县城）、文明村镇（社区）、文明单位、文明家庭、文明校园等群众性精神文明创建活动。

第三十三条 乡镇人民政府、街道办事处和村（居）民委员会应当采取下列措施，建设文明村镇（社区）：

（一）加强基层群众性自治组织建设，依法制定业主公约、村规民约，提升自我教育、自我管理、自我服务能力；

（二）完善水、电、路、通信设施和垃圾、污水处理等设施，开展环境综合整治，保护自然、历史、人文风貌；

（三）完善基本公共文化服务体系，传承和保护优秀民族民间文化，丰富群众文化生活；

（四）开展文明素养教育，推动移风易俗，治理陈规陋习；

（五）培育弘扬新乡贤文化，发挥新乡贤引领、示范作用，促进见贤思齐、崇德向善；

（六）倡导邻里守望，为老年人、妇女、儿童、残疾人等提供帮助；

（七）加强集贸市场管理，推动分区经营、路市分离。

第三十四条 国家机关、企业事业单位、人民团体、社会组织应当采取下列措施，建设文明单位:

（一）完善单位规章制度，科学、民主、规范管理；

（二）规范服务行为，制定服务标准，公开服务承诺，优化服务内容和流程，提供优质高效文明服务；

（三）培育健康向上的单位文化，教育职工遵纪守法、恪守职业道德、言行举止文明；

（四）组织开展公益活动，主动履行社会责任；

（五）改善、美化工作环境。

第三十五条 学校应当加强文明校园建设，营造文明养成教育氛围，保障学生全面发展、健康成长：

（一）坚持立德树人，加强中华优秀传统文化教育，培育和践行社会主义核心价值观，养成优良校风、教风、学风；

（二）加强师德师风建设，规范教育教学行为，禁止侮辱、谩骂、体罚学生；

（三）加强学生孝亲尊师、礼仪礼节、心理健康和文明行为养成等教育；

（四）完善校园文化设施，开展健康向上的校园文化活动；

（五）净化、绿化、美化校园环境，建设美丽校园；

（六）加强法治宣传教育，防止校园欺凌，建设安全校园。

第三十六条 市、县（市、区）人民政府有关部门和单位应当按照下列规定加强文明行为促进工作：

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

（二）文化、广播电视等主管部门应当加强公共文化服务，规划、引导公共文化产品创作、推广、宣传，依法查处文化市场生产经营违法行为，规范文化市场秩序；

（三）教育行政主管部门、教育机构应当将文明行为教育纳入教育、教学内容，提升师生文明素养；

（四）旅游行政主管部门应当加强旅游监督检查，倡导健康、文明、环保旅游方式，规范旅游经营者、旅游从业人员的经营服务行为，依法查处虚假宣传、强制消费等行为，维护正常旅游秩序；

（五）民政部门应当加强志愿服务、流浪乞讨人员救助管理，推进婚俗和殡葬改革，倡导文明新风，制止和纠正不文明行为，依法查处违法行为；

（六）城市管理、城乡建设、住房保障与房地产管理、生态环境、园林绿化、水务、林业等行政主管部门，应当对损害市容环境、市政基础设施、规划建设、生态环境、城乡园林绿化等不文明行为加强监管，及时劝阻、有效制止，依法查处违法行为；

（七）公安机关、交通运输行政主管部门等应当加强交通管理和文明出行宣传，及时制止交通不文明行为，查处交通违法行为；

（八）卫生行政主管部门、医疗卫生机构应当加强文明行医、文明就医宣传，加强医护人员职业道德建设，优化服务流程，改善医疗服务，加强医患沟通，维护公平有序就医环境；

（九）市场监督管理等行政主管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；

（十）互联网信息管理机构应当加强网络文明建设，完善互联网信息内容管理和监督机制，加强对网络不文明行为的监测，协助公安机关查处网络信息传播违法行为。

第三十七条 行政执法部门之间应当建立信息共享和执法合作机制。

市、县（市、区）人民政府及有关行政主管部门应当实行行政执法责任制，改进行政执法方式，规范执法行为，推进文明执法，提高执法效能。

第三十八条 本市建立统一的公共信用信息平台，推行以组织机构代码、居民身份证号码为识别基准的社会信用代码制度，制定统一的信用信息采集和分类管理标准，录入受到表彰的文明行为信息和受到处罚的不文明行为信息，并实现信用信息数据共享。

第三十九条 市、县（市、区）精神文明建设工作机构可以招募文明行为监督员，协助做好文明行为宣传、教育、监督和不文明行为制止、纠正等工作。

第四十条 国家机关、企业事业单位、人民团体、社会组织应当对所属工作人员进行文明素养提升教育。精神文明建设工作机构、各有关行政主管部门应当对教育落实情况进行督促指导。

第四十一条 国家机关、企业事业单位、人民团体、社会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；从事物业服务、保安服务的企业对其服务区域内的不文明行为，应当予以劝阻；属于违法行为的，应当及时予以制止、报告有关部门，并协助取证。

第四十二条 市、县（市、区）人民政府有关部门和单位可以依法记录单位和个人不文明行为，对其参与相关活动依法予以限制，必要时可以向其上级主管部门或者所在单位、社区通报；情节严重、影响恶劣的，可以依法予以公开曝光。

第四十三条 任何单位和个人有权通过电话、信函、电子邮件等方式对文明行为促进工作提出意见和建议；有权对不文明行为予以劝阻；对不听劝阻的，可以向有关行政主管部门举报、投诉。举报、投诉内容明确具体的，受理举报的行政主管部门应当依法及时处理以及告知举报、投诉人处理结果，并对举报、投诉人身份信息等予以保密。

有关行政主管部门应当向社会公布举报、投诉的方式、流程和办理时限，方便单位和个人的举报、投诉。

第四章 法律责任

第四十四条 法律、法规对本条例规定的不文明行为已有处罚规定的，从其规定。

第四十五条 违反本条例规定，有下列情形之一的，由公安机关交通管理部门按照下列规定予以处罚：

（一）违反本条例第十五条第（一）项规定的，处以二百元罚款；

（二）违反本条例第十五条第（二）项规定，驾驶非机动车通过交叉路口、人行横道时，未按照交通信号指示通行的，处以五十元罚款；等待交通信号指示时，越过停止线的，责令改正，拒不改正的，处以二十元罚款；

（三）违反本条例第十五条第（三）、（四）项规定的，处以五十元罚款。

第四十六条 因违反本条例规定应当受到罚款处罚，违法行为人自愿参加与文明行为促进工作相关的社会服务的，有关行政主管部门可以安排其参加相应的社会服务；违法行为人完成相应的社会服务，经有关行政主管部门认定的可以不予罚款。

第四十七条 有关行政主管部门和单位及其工作人员在文明行为促进工作中有下列行为之一的，由有管理权限的机关责令改正，通报批评；情节严重的，对直接负责的主管人员和其他直接责任人员依法给予处分：

（一）在群众性精神文明创建活动中不履行或者不正确履行职责的；

（二）对违法不文明行为不依法查处的；

（三）对举报、投诉等不依法查处的；

（四）其他玩忽职守、滥用职权、徇私舞弊的行为。

第五章 附则

第四十八条 郑州航空港经济综合实验区、郑州高新技术产业开发区、郑州经济技术开发区、郑东新区等区域内文明行为促进工作，适用本条例。

第四十九条 本条例自2018年7月1日起施行。