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| Url | ./detail2.html?MmM5MGU1Yjk2YzEyOGI0YzAxNmNjY2ZjMGUyYjEyNTA%3D |
| Translated\_content | ﻿  Regulations on the Promotion of Civilized Behavior in Changsha City  (Passed by the Fourth Session of the 15th People's Congress of Changsha City on January 11, 2019; Approved by the 10th Meeting of the Standing Committee of the 13th People's Congress of Hunan Province on March 28, 2019)  Table of Contents  Chapter One: General Provisions Chapter Two: Advocacy, Compliance, and Prohibition Chapter Three: Promotion and Guarantee Chapter Four: Legal Responsibility Chapter Five: Supplementary Provisions  Chapter One: General Provisions  Article 1 In order to cultivate and practice the core socialist values, guide citizens to establish civilized concepts, promote civilized behavior, and enhance the level of social civilization, this regulation is formulated in accordance with relevant laws and regulations and taking into account the actual situation of the city. Article 2 The promotion of civilized behavior activities within the administrative region of this city shall apply to these regulations. Article 3 The promotion of civilized behavior adheres to the working principle of Party leadership, government guidance, and social cooperation, giving play to the主体 role of citizens, and forming a long-term mechanism for promoting civilized behavior. Article 4 The Municipal and County (City, District) Spiritual Civilization Construction Guidance Committee is responsible for coordinating the promotion of civilized behavior within this administrative region. The institution responsible for the construction of spiritual civilization shall specifically undertake the guidance, coordination, supervision, inspection, assessment, and evaluation of the promotion of civilized behavior within its administrative area. Article 5: The people's governments of cities and counties (cities, districts) shall incorporate the promotion of civilized behavior into the national economic and social development plans and annual plans. Relevant functional departments of the people's governments of cities and counties (cities, districts), the people's governments of towns (towns), and street offices shall strengthen cooperation according to their respective responsibilities and do a good job in promoting civilized behavior. Residents' (villagers') committees shall strengthen publicity and guidance for civilized behavior and assist in promoting civilized behavior.  Chapter 2 Advocacy, Compliance, and Prohibition  Article 6: Citizens should practice the core socialist values, promote the traditional virtues of the Chinese nation, enhance social morality, professional ethics, family virtues, and personal moral cultivation, and comply with laws and regulations and social ethics. Advocate learning from heroes and role models such as Lei Feng, cherish heroes and role models, inherit and promote the spirit of heroes and role models. Article 7: Advocate and comply with the following civilized behaviors in public order: (1) In public places, dress neatly, use polite language, and do not make noise or disturb others; (2) When attending exhibitions, sports events, cultural performances, movies, etc., abide by venue management regulations and etiquette norms; (3) When engaging in mass dance, outdoor singing, and other cultural activities, reasonably select the time, place, and manner of activities to avoid disturbing others' lives; (4) When waiting for public services, using public facilities, or participating in public activities, give way to each other, queue in order, and get on and off public transport in an orderly manner, actively giving seats to the elderly, weak, sick, disabled, pregnant women, those with infants, and other passengers in need; (5) When driving motor vehicles, yield to pedestrians and drive courteously; (6) When seeking medical treatment, comply with medical order, respect between doctors and patients, negotiate and legally handle medical disputes; (7) When traveling, respect local customs, traditional culture, and religious beliefs, and protect cultural relics, tourism facilities, and environmental sanitation. Article 8: Advocate the following civilized behaviors for family values: (1) Respect the elderly and love the young, promote gender equality, harmonize between husband and wife, manage the household diligently and frugally, and foster unity among neighbors, cultivating and inheriting fine family traditions; (2) Filial piety towards parents and elders, promoting the virtues of respecting and supporting the elderly in the Chinese nation; (3) Set an example by educating and guiding underage family members to abide by civil behavior norms; (4) Conduct weddings, funerals, and festivals in a frugal manner. Article 9 Advocate for the following mutual social civil behaviors: (1) Care for special groups such as lonely and elderly individuals, left-behind children, families who have lost their only child, people with disabilities, migrant workers, and their underage children; (2) Participate in charitable and volunteer activities such as community building, poverty alleviation, emergency rescue, and environmental protection; (3) Donate blood, and donate human (cadaver) tissues and organs. Article 10 Abide by the following civil behavior norms: (1) Follow the citizen's agreement, village regulations, owners' agreements, and other collective behavior norms, and be a civilized citizen, civilized villager, and civilized owner; (2) Observe citizen ecological environment behavior norms, consciously sort household waste as required, and maintain a simple, moderate, green, and low-carbon lifestyle and work style; (3) Adhere to professional behavior norms and industry self-discipline norms, be dedicated to one's job, and respect service targets; (4) Practice integrity requirements and consciously honor commitments. Article 11 Prohibit the following uncivil behaviors that damage city appearance and environmental sanitation: (1) Spitting in public places, and discarding food remnants such as chewing gum and areca nut husks; (2) Urinating in public, dumping garbage indiscriminately, and littering with fruit peels, cigarette butts, paper scraps, packaging boxes (bags), and other waste; (3) Carving, writing, or posting randomly on buildings, structures, public facilities, and tree trunks or utility poles; (4) Setting up stalls in prohibited areas; (5) Raising livestock and poultry within urban areas. Article 12 Prohibit the following uncivil behaviors that obstruct traffic: (1) Driving vehicles not according to traffic signals, changing lanes randomly, speeding, failing to yield to pedestrians at crosswalks, and parking in violation; (2) Vehicle drivers or passengers throwing items out of the vehicle; (3) Pedestrians do not walk according to traffic signals, cross urban roads without using crosswalks or pedestrian facilities, and climb over or lean against road isolation facilities; (4) Engaging in begging, selling goods, distributing promotional materials, or other behaviors that affect traffic safety on the motor vehicle lane; (5) Parking vehicles not according to regulations in sections designated for non-motor vehicle parking, affecting road smoothness or pedestrian passage; (6) Internet vehicle rental operating enterprises fail to effectively fulfill management responsibilities when deploying shared transportation tools to the public, affecting road traffic order. Article 13: The following uncivilized behaviors that damage the ecological environment are prohibited: (1) Destroying the habitat and growth environment of wild animals and plants, purchasing, using rare wild animals and plants and their products, and consuming rare wild animals and plants; (2) Treading on, climbing, picking, or damaging trees and flowers in public green spaces; (3) Noise produced during entertainment, sports exercises, production and business activities exceeding national standards or violating relevant regulations of the municipal people's government, disturbing others' normal lives; (4) Setting off fireworks and firecrackers in prohibited areas or at prohibited times; (5) Open-air burning of straw, open-air barbecue, or providing venues for open-air barbecue in prohibited areas. Article 14: The following other uncivilized behaviors that affect public safety and order, damage public interests and others' rights and interests are prohibited: (1) Intentionally damaging public facilities related to culture, sports, environmental sanitation, landscaping, road traffic, public service advertisements, and safety protection; (2) Throwing objects from buildings (high-altitude throwing); (3) Occupying public areas and fire escape routes for parking or stacking personal items; (4) Queuing forcibly or occupying others' seats; (5) During marriage and funeral arrangements, obstructing road traffic or occupying public areas of residential communities; (6) Using the internet to spread violence and obscene information, fabricating false information to disrupt public order, making statements that violate public order and social morals, and publishing information that infringes on others' reputation, privacy, intellectual property, and other legal rights; (7) Sending commercial information to unspecified individuals via phone, text messages, etc., disrupting others' normal lives; (8) Passengers interfering with the safe driving of the drivers of passenger vehicles, endangering public safety; (9) In areas strictly managing dog ownership as specified by the city, bringing dogs outdoors without using a leash, not providing muzzles for dogs, and not cleaning up dog waste immediately; (10) Smoking is prohibited on public transport and in indoor public places where smoking is banned.  Chapter 3 Promotion and Protection  Article 15 National institutions, enterprises and public institutions, social organizations, etc., shall formulate internal measures to promote civilized behavior based on their characteristics, carry out training on relevant laws and regulations, civilized etiquette, and volunteer services, standardize the promotional language of laws and policies, and promote civilized behavior. Article 16 Carry out mass spiritual civilization creation activities such as civilized cities, civilized towns and villages, civilized units, civilized families, and civilized campuses. Units that perform outstandingly and achieve significant results shall be recognized and rewarded according to relevant regulations. Article 17 Citizens are encouraged to provide timely assistance and relief to those in need according to their own capabilities. The people's governments of cities and counties (cities, districts) and relevant departments shall encourage persons who participate in acts of heroic behavior, charity and volunteer service activities, unpaid medical donations, and care for special groups, and improve the policies, measures, and conditions for protecting the rights and interests of relevant persons. The people's governments of cities and counties (cities, districts) and relevant departments shall recognize and reward advanced individuals who contribute to promoting civilized behavior. Article 18 Any unit or individual who discovers uncivilized behavior has the right to advise; for unlawful behavior, they can complain or report to relevant administrative management departments, which shall verify and deal with the complaint or report in a timely manner. Any unit or individual has the right to report administrative management departments and their staff for failing to perform or improperly performing the statutory duties of promoting civilized behavior. Article 19 The people's governments of cities and counties (cities, districts) shall provide funding guarantees for the promotion of civilized behavior that falls within the scope of public financial expenditure. Article 20 The people's governments of cities and counties (cities, districts) and relevant departments shall plan scientifically, rationally layout, and construct and improve municipal public facilities, public cultural facilities, and public service advertising facilities such as blind paths, accessible passages, pedestrian bridges, and non-motor vehicle parking areas for the convenience of the people. Article 21 Departments responsible for administrative law enforcement shall carry out legal publicity and education on promoting civilized behavior, handle complaints and reports in a timely manner, stop uncivilized behavior, and investigate and deal with unlawful behavior according to law. Article 22 Educational administrative management departments, various schools at all levels, and other educational institutions shall incorporate civilized behavior into education and teaching content, and organize activities for civilized co-construction between schools, families, and society. Article 23 Cultural administrative management departments shall guide public cultural activities, advocate civilized behaviors, and instruct various cultural units and organizations to carry out popular education activities for civilized behavior in forms that the masses find enjoyable. Article 24 Organizations such as trade unions, the Communist Youth League, and the Women's Federation shall organize activities to promote civilized behavior with group characteristics. Article 25 Service industries such as culture, tourism, banking, postal services, communications, health care, and public transportation shall establish professional ethics and high-quality service standards, build a civilized image at service windows; formulate and publicize civilized behavioral norms in their industries, set up civilized promotional signs for preferential treatment, no smoking, noise control, etc., and guide healthy and civilized consumption; ensure that active military personnel, disabled veterans, firefighters, and other special groups legally enjoy priority in public services. Operators and managers of public places shall advise against uncivilized behavior; operators and managers of public transport and indoor public places where smoking is prohibited shall advise against smoking. Article 26 Broadcasting stations, television stations, newspaper and publication units, and online platforms shall praise civilized behavior, promote advanced models, strengthen public opinion supervision of uncivilized behavior, and publish public welfare advertisements in accordance with stipulated formats, time slots, and durations. Article 27: Residents' committees, owners' committees, and other citizen self-governing organizations should formulate residents' agreements, villagers' agreements, and owners' agreements through democratic methods, guiding and encouraging residents and owners to actively participate in the promotion of civilized behavior.  Chapter Four Legal Responsibilities  Article 28: Those who violate the provisions of Article 11 of this regulation and damage the city's appearance and environmental sanitation shall be dealt with in accordance with the State Council's "Regulations on Urban Appearance and Environmental Sanitation" and "Measures for Urban Appearance and Environmental Sanitation Management in Changsha City" and other relevant provisions. Article 29: Those who violate the provisions of Article 12, items 1 to 5 of this regulation and obstruct traffic safety shall be dealt with in accordance with the "Road Traffic Safety Law of the People's Republic of China", the "Public Security Administration Punishment Law of the People's Republic of China", the "Comprehensive Urban Management Regulations of Hunan Province" and other relevant provisions. Article 30: Those who violate the provisions of Article 12, item 6 of this regulation, where internet vehicle rental operating companies fail to effectively fulfill management responsibilities when releasing shared transportation tools to the public and affecting road traffic order, shall be ordered to rectify by the comprehensive law enforcement agency for urban management and may be fined between 2,000 and 5,000 yuan. Article 31: Those who violate the provisions of Article 13 of this regulation and damage the ecological environment shall be dealt with in accordance with the "Wild Animal Protection Law of the People's Republic of China", the "Environmental Noise Pollution Prevention Law of the People's Republic of China", the "Air Pollution Prevention Law of the People's Republic of China", the "Wild Plant Protection Regulations of the People's Republic of China", the "Comprehensive Urban Management Regulations of Hunan Province", and the "Urban Greening Regulations of Changsha City" and other relevant provisions. Article 32: Those who violate the provisions of Article 14, items 1 to 9 of this regulation and affect public safety and order, harm public interests and the rights and interests of others, shall be dealt with in accordance with the "Public Security Administration Punishment Law of the People's Republic of China", the "Fire Protection Law of the People's Republic of China", the "Measures for Urban Appearance and Environmental Sanitation Management in Changsha City", the "Dog Management Regulations of Changsha City" and other relevant provisions. Article 33: Those who violate the provisions of Article 14, item 10 of this regulation and smoke in public transportation or indoor public places where smoking is prohibited shall be ordered to rectify by the administrative law enforcement department designated by the municipal government and fined 50 yuan; in serious cases, a fine of 200 yuan may be imposed. Those who violate the provisions of the second paragraph of Article 25 of this regulation, operators and managers of public transportation and indoor public places where smoking is prohibited, who do not persuade against smoking behavior, shall be fined 2,000 yuan by the administrative law enforcement department designated by the municipal government. The administrative law enforcement department designated by the municipal government may delegate penalties to organizations with public affairs management functions. Article 34: Insults or assaults against those who dissuade or report uncivilized behavior, violating public security management regulations, shall be handled by public security organs in accordance with the law. Article 35: Relevant departments and their staff who abuse power, engage in favoritism, neglect their duties or have other acts of non-performance or incorrect performance of duties in the promotion of civilized behavior shall be dealt with by the corresponding competent authority in accordance with regulations. Article 36: Those who should be subjected to administrative fines for violating the provisions of this regulation may voluntarily apply to the administrative authority to participate in social services related to the promotion of civilized behavior. The administrative authority may arrange for them to participate in corresponding social services based on the specific circumstances of the violations and the social service positions. Those who participate in and complete corresponding social services, upon recognition by the relevant administrative authority, may be exempt from fines or have their fines reduced or mitigated in accordance with the law.  Chapter Five Supplementary Provisions  Article 37: This regulation shall come into effect on May 1, 2019. |
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## All Five Concepts

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| Key | Value |
| one\_integrating\_law\_morality |  |
| two\_party\_committee\_leadership | 文明行为促进坚持党委领导、政府主导、社会协同的工作原则。 |
| two\_b\_spiritual\_civ\_committee\_leadership | 市、县（市、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 |  |
| four\_whole\_society\_promote\_civilised\_behavior |  |
| four\_b\_social\_institutions\_promote\_civilised\_behavior | 工会、共青团、妇联等群团组织应当组织开展具有群体特色的文明行为促进活动。 |
| five\_promote\_coconstruction\_cogovernance |  |

## Content

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长沙市文明行为促进条例

（2019年1月11日长沙市第十五届人民代表大会第四次会议通过 2019年3月28日湖南省第十三届人民代表大会常务委员会第十次会议批准）

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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，引导公民树立文明观念，促进文明行为，提升社会文明水平，依据有关法律、法规的规定，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。

第三条　文明行为促进坚持党委领导、政府主导、社会协同的工作原则，发挥公民主体作用，形成文明行为促进工作长效机制。

第四条　市、县（市、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。

负责精神文明建设工作的机构具体承担本行政区域内文明行为促进工作的指导协调、督促检查、评估考核工作。

第五条　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以及年度计划。

市、县（市、区）人民政府相关职能部门、乡（镇）人民政府和街道办事处应当按照各自职责，加强协作配合，做好文明行为促进工作。

居（村）民委员会应当加强文明行为宣传和引导，协助开展文明行为促进工作。

第二章 倡导、遵守与禁止

第六条　公民应当践行社会主义核心价值观，弘扬中华民族传统美德，加强社会公德、职业道德、家庭美德、个人品德修养，遵守法律法规、公序良俗。

倡导向雷锋等英雄模范学习，崇尚英雄模范，传承、弘扬英雄模范精神。

第七条　倡导、遵守下列公共秩序文明行为：

（一）在公共场所，衣着整洁，使用礼貌用语，不喧哗、干扰他人；

（二）观看展览、体育比赛、文艺演出、电影等，遵守场馆管理规定和礼仪规范；

（三）开展广场舞、室外演唱演奏等文体活动，合理选择活动的时间、地点以及方式，避免影响他人生活；

（四）等候公共服务、使用公共设施、参加公共活动时，相互礼让，依次排队，乘坐公共交通工具时有序上下，主动为老弱病残孕、携带婴幼儿和其他有需要的乘客让座；

（五）驾驶机动车时，礼让行人，礼貌行车；

（六）就医时，遵守医疗秩序，医患相互尊重，协商、依法处理医疗纠纷；

（七）旅游时，尊重当地习俗、传统文化和宗教信仰，爱护文物古迹、旅游设施和环境卫生。

第八条　倡导下列家风建设文明行为：

（一）尊老爱幼、男女平等、夫妻和睦、勤俭持家、邻里团结，培育传承优良家风家训；

（二）孝敬父母长辈，弘扬中华民族敬老养老的美德；

（三）以身作则，教育、引导未成年家庭成员遵守文明行为规范；

（四）节俭办理婚丧、节庆等事宜。

第九条 倡导下列社会互助文明行为：

（一）关爱孤寡空巢老人、留守儿童、失独家庭、残疾人、外来务工人员及其未成年子女等特殊群体；

（二）参与社区建设、扶贫助残、应急救助、环境保护等慈善、志愿服务活动；

（三）无偿献血、捐献人体（遗体）组织及器官。

第十条 遵守下列文明行为规范：

（一）遵守市民公约、村规民约、业主公约等集体行为规范，做文明市民、文明村民、文明业主；

（二）遵守公民生态环境行为规范，自觉将生活垃圾按规定分类投放，坚持简约适度、绿色低碳的生活与工作方式；

（三）遵守职业行为规范和行业自律规范，爱岗敬业，尊重服务对象；

（四）践行诚信要求，自觉守信履约。

第十一条 禁止下列损害市容和环境卫生的不文明行为：

（一）随地吐痰，吐口香糖和槟榔渣等食物残渣；

（二）随地便溺，乱倒垃圾，乱扔果皮、烟头、纸屑、包装盒（袋）等废弃物；

（三）在建筑物、构筑物、公共设施和树干、电杆上随意刻画、涂写、张贴；

（四）在禁止区域摆摊设点；

（五）在城市市区内饲养家畜家禽。

第十二条 禁止下列妨碍交通的不文明行为：

（一）驾驶车辆不按交通信号行驶，随意变道，超速行驶，行经斑马线不礼让行人，违规停车；

（二）车辆驾驶人或者乘车人向车外抛洒物品；

（三）行人不按照交通信号行走，横过城市道路不走人行横道或者过街设施，翻越、倚坐道路隔离设施；

（四）在机动车道内实施乞讨、兜售物品、散发宣传品等影响交通安全的行为；

（五）在划定了非机动车停放区域的路段不按规定停放相应车辆，影响道路畅通或者行人通行；

（六）互联网车辆租赁运营企业向社会投放共享交通工具未有效履行管理职责，影响道路交通秩序。

第十三条 禁止下列破坏生态环境的不文明行为：

（一）破坏野生动植物栖息、生长环境，购买、利用珍稀野生动植物及其制品，食用珍稀野生动植物；

（二）践踏、攀摘、毁损公共绿地的树木、花草；

（三）在娱乐、体育锻炼、生产经营等活动中产生的噪声超过国家标准或者违反市人民政府相关规定，干扰他人正常生活；

（四）在禁止区域、禁止时间燃放烟花爆竹；

（五）在禁止区域内露天焚烧秸秆、露天烧烤食品或者为露天烧烤食品提供场地。

第十四条　禁止下列影响公共安全和秩序、损害公共利益和他人权益的其他不文明行为：

（一）故意损毁文化体育、环境卫生、园林绿化、道路交通、公益广告、安全防护等公共设施；

（二）从建筑物中向外抛掷物品（高空抛物）；

（三）占用公共区域、消防通道停车、堆放私人物品；

（四）强行插队，强占他人座位；

（五）办理婚丧嫁娶事宜时，妨碍道路交通、占用住宅小区公共区域；

（六）使用网络传播暴力、淫秽信息，编造虚假信息扰乱公共秩序，发表违反公共秩序、社会公德的言论，发布侵害他人名誉、隐私、知识产权和其他合法权益的信息；

（七）通过电话、短信等方式向不特定人发送商业信息，干扰他人正常生活；

（八）乘车人干扰客运车辆驾驶人安全驾驶，危害公共安全；

（九）在本市规定的养犬严格管理区，携带犬只出户不用犬绳牵领，不为犬只佩戴嘴套，不即时清理犬只粪便；

（十）在公共交通工具、禁止吸烟的室内公共场所吸烟。

第三章 促进与保障

第十五条　国家机关、企事业单位、社会团体等应当结合自身特点，制定单位内部文明行为促进措施，开展相关法律法规和文明礼仪、志愿服务培训工作，规范法律、政策的宣传用语，开展文明行为宣传、促进工作。

第十六条 开展文明城市、文明村镇、文明单位、文明家庭、文明校园等群众性精神文明创建活动，对表现突出、成效显著的单位按照有关规定予以表彰、奖励。

第十七条 鼓励公民根据自身能力向有需要的人，及时提供帮扶、救助。

市、县（市、区）人民政府以及有关部门应当对实施见义勇为、参与慈善和志愿服务活动、无偿医疗捐献、关爱特殊群体的行为人进行鼓励，完善相关人员权益保障的政策、措施和条件。

市、县（市、区）人民政府以及有关部门应当对文明行为促进作出贡献的先进个人予以表彰、奖励。

第十八条 任何单位和个人发现不文明行为，有权进行劝导；对违法行为可以向相关行政管理部门进行投诉、举报，接到投诉、举报的行政管理部门应当及时核实和处理。

任何单位和个人有权对行政管理部门及其工作人员不履行或者不正确履行文明行为促进法定职责的行为进行检举。

第十九条　市、县（市、区）人民政府应当对属于公共财政支出范围的文明行为促进工作，给予经费保障。

第二十条　市、县（市、区）人民政府及有关部门应当科学规划，合理布局，建设和完善盲道、无障碍通道、过街天桥、非机动车停放区等便民利民的市政公用设施、公共文化设施、公益广告宣传设施。

第二十一条　承担行政执法职责的部门应当进行文明行为促进法律法规的普法宣传教育，及时处理投诉、举报，制止不文明行为，依法查处违法行为。

第二十二条　教育行政管理部门、各级各类学校和其他教育机构应当将文明行为纳入教育、教学内容，组织开展学校与家庭、社会的文明共建活动。

第二十三条　文化行政管理部门应当引导公共文化活动，倡导文明行为，指导各类文化单位和组织以群众喜闻乐见的形式进行文明行为普及教育活动。

第二十四条　工会、共青团、妇联等群团组织应当组织开展具有群体特色的文明行为促进活动。

第二十五条　文化、旅游、银行、邮政、通信、医疗卫生、公共交通等窗口服务行业应当制定职业道德规范和优质服务标准，树立窗口文明形象；制定、公示本行业文明行为规范，设立优待、禁烟、噪音控制等文明宣传告示牌，引导健康、文明消费；保障现役军人、残疾军人、消防救援人员等特殊人群依法享有公共服务优先权。

公共场所的经营者、管理者对不文明行为应当予以劝阻；公共交通工具和禁止吸烟的室内公共场所的经营者、管理者应当对吸烟行为予以劝阻。

第二十六条　广播电台、电视台、报刊出版单位、网络平台等大众传播媒介应当褒扬文明行为，宣传先进典型，加强对不文明行为的舆论监督，按照规定的版面、时段、时长发布公益广告。

第二十七条　居（村）民委员会、业主委员会等公民自治组织应当通过民主方式制定居民公约、村民公约和业主公约，引导和鼓励居（村）民和业主积极参与文明行为促进工作。

第四章 法律责任

第二十八条 违反本条例第十一条规定，损害市容和环境卫生的，依照国务院《城市市容和环境卫生管理条例》《长沙市城市市容和环境卫生管理办法》等规定进行处理。

第二十九条 违反本条例第十二条第一项至第五项规定，妨碍交通安全的，依照《中华人民共和国道路交通安全法》《中华人民共和国治安管理处罚法》《湖南省城市综合管理条例》等规定进行处理。

第三十条 违反本条例第十二条第六项规定，互联网车辆租赁运营企业向社会投放共享交通工具未有效履行管理职责，影响道路交通秩序的，由城市管理综合执法机关责令改正，可以处二千元以上五千元以下罚款。

第三十一条 违反本条例第十三条规定，破坏生态环境的，依照《中华人民共和国野生动物保护法》《中华人民共和国环境噪声污染防治法》《中华人民共和国大气污染防治法》《中华人民共和国野生植物保护条例》《湖南省城市综合管理条例》《长沙市城市绿化条例》等规定进行处理。

第三十二条 违反本条例第十四条第一项至第九项规定，影响公共安全和秩序、损害公共利益和他人权益的，依照《中华人民共和国治安管理处罚法》《中华人民共和国消防法》《长沙市城市市容和环境卫生管理办法》《长沙市养犬管理条例》等规定进行处理。

第三十三条 违反本条例第十四条第十项规定，在公共交通工具、禁止吸烟的室内公共场所吸烟的，由市人民政府确定的行政执法部门责令改正，处五十元罚款；情节严重的，处二百元罚款。

违反本条例第二十五条第二款规定，公共交通工具和禁止吸烟的室内公共场所的经营者、管理者对吸烟行为未予以劝阻的，由市人民政府确定的行政执法部门处二千元罚款。

市人民政府确定的行政执法部门可以委托具有管理公共事务职能的组织实施处罚。

第三十四条　对不文明行为的劝阻人、举报人进行侮辱、殴打，违反治安管理规定的，由公安机关依法处理。

第三十五条　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。

第三十六条　因违反本条例规定，应当受到行政罚款处罚的，违法行为人可以向行政主管部门自愿申请参加与文明行为促进工作相关的社会服务，行政主管部门可以根据违法行为和社会服务岗位设置的实际情况，安排其参加相应的社会服务；违法行为人参加并完成相应的社会服务，经相关行政主管部门认定的，可以依法从轻、减轻或者不予罚款处罚。

第五章 附则

第三十七条　本条例自2019年5月1日起施行。