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| Id | ZmY4MDgxODE3OWIyYjMyNTAxNzljYWI2MjUyNTEwZjU%3D |
| Title | 阳泉市文明行为促进条例 |
| Office | 阳泉市人民代表大会常务委员会 |
| Publish | 2021-04-12 00:00:00 |
| Expiry | 2021-05-01 00:00:00 |
| Type | 地方性法规 |
| Status | 1 |
| Url | ./detail2.html?ZmY4MDgxODE3OWIyYjMyNTAxNzljYWI2MjUyNTEwZjU%3D |
| Translated\_content | Regulations on the Promotion of Civilized Behavior in Yangquan City  (Passed by the 35th meeting of the Standing Committee of the 15th People's Congress of Yangquan City on December 28, 2020, approved by the 25th meeting of the Standing Committee of the 13th People's Congress of Shanxi Province on March 31, 2021)    Chapter One General Principles  Article 1 In order to cultivate and practice the core values of socialism, guide and promote civilized behavior, and enhance the civilized quality of citizens and the level of social civilization, these regulations are formulated in accordance with relevant laws and regulations and in combination with the actual conditions of the city. Article 2 These regulations apply to the promotion of civilized behavior and its related work in the administrative area of the city. Article 3 The work of promoting civilized behavior shall adhere to the principles of combining rule of law with moral governance, advocating with governance, self-discipline with heteronomy, and rewards with penalties. Article 4 The people's governments at the municipal and county (district) levels shall incorporate the promotion of civilized behavior into the national economic and social development plans and annual plans, with the required funds included in the local financial budget. Article 5 The Municipal and County (District) Spiritual Civilization Construction Guidance Committees and their working bodies are responsible for the guidance, coordination, supervision, inspection, evaluation, and publicity of the promotion of civilized behavior within their administrative areas. Article 6 The people's governments at the municipal and county (district) levels and their relevant departments shall do a good job in promoting civilized behavior according to their respective responsibilities. The town and township people's governments and street offices shall promote the implementation of civilized behavior promotion work in their jurisdictions according to the requirements of the superior people's government and the Spiritual Civilization Construction Guidance Committee. Article 7 The village (neighborhood) committees shall strengthen the publicity, education, and guidance of civilized behavior and assist in related work. Article 8 The work of promoting civilized behavior is a common responsibility of the whole society. Any organizations and individuals shall actively participate in the promotion of civilized behavior. Representatives of the People's Congress, members of the Political Consultative Conference, advanced model figures, and social public figures shall play a leading and exemplary role in the work of promoting civilized behavior. Article 9: News media should promote the achievements of social civilization construction, report on advanced typical civilized behaviors, publish public welfare advertisements, spread civilized concepts, and create an atmosphere in the whole society that promotes civilized behaviors. Operators and managers of public places such as stations, malls, squares, parks, scenic spots, and exhibition halls, as well as urban public transport, should use their advertising facilities and media to promote civilized behaviors.  Chapter 2: Advocacy and Standardization  Article 10: Units and individuals should adhere to laws and regulations, public order and good customs, and standards of civilized behavior, be honest and trustworthy, actively participate in the construction of social morals, professional ethics, family virtues, and personal integrity, and consciously resist uncivilized behaviors. Article 11: Support and encourage the following behaviors that promote social integrity and advocate for a civilized atmosphere: (1) Voluntary blood donation, voluntary donation of human cells, tissues, and organs; (2) Participation in acts of bravery to rescue people during emergencies and natural disasters, and lawfully stopping illegal criminal activities; (3) Participation in public welfare activities and volunteer services such as poverty alleviation, helping the needy, caring for the elderly, orphan rescue, educational support, disaster relief, and medical assistance; (4) Caring for and helping persons with disabilities, and protecting facilities dedicated to the disabled; (5) Caring for and respecting military personnel and their families; (6) Other civilized behaviors that promote social integrity and advocate for a civilized atmosphere. Article 12: Citizens should maintain public environmental hygiene and consciously follow the following behavioral norms: (1) Maintain cleanliness in public places, take care of and use cultural, sports, traffic, safety, municipal sanitation, and other facilities and equipment reasonably, and protect flowers, grass, and trees; (2) Cover the mouth and nose when coughing or sneezing in public places; (3) During outbreaks of respiratory infectious diseases, individuals entering public places should wear masks as required and maintain social distance; (4) When smoking in non-prohibited smoking areas, should avoid others reasonably; (5) Other civilized behavior norms for maintaining public environmental hygiene. Article 13: Citizens should jointly maintain order in public places and consciously abide by the following behavioral norms: (1) Dress neatly and appropriately; (2) Behave civilly, do not shout loudly; (3) Wait for service in an orderly queue, be polite and respectful; (4) When entertaining or exercising, avoid using loudspeakers, sound equipment, etc., to disturb the normal production, work, study and life of those nearby; (5) In public venues such as libraries, memorial halls, and museums, comply with relevant systems and etiquette norms, obey on-site management, and leave without leaving garbage; (6) In case of emergencies, obey commands, cooperate with emergency response, and evacuate in an orderly manner; (7) Other civilized behavior norms to maintain order in public places. Article 14 Citizens should choose low-carbon, green, and civilized travel methods, and consciously follow the following behavioral norms: (1) When driving, yield to crosswalks and give way to pedestrians; when encountering police cars, fire trucks, ambulances, or emergency rescue vehicles performing urgent tasks, take the initiative to yield; (2) When taking public transport, get on and off in an orderly manner, be polite and respectful, do not occupy seats, do not force others to give up their seats, and do not disturb the driver's safe driving; (3) Use shared transportation tools in a standardized manner and park them in an orderly way; (4) Other civilized behavior norms to maintain traffic safety order. Drivers of buses, taxis, and ride-hailing cars should follow industry norms, treat customers politely, and provide civilized services. Article 15 Citizens should consciously follow the following ecological civilization behavior norms: (1) Actively participate in afforestation, forest fire prevention, and activities to protect greenery; (2) Do not encroach upon or damage public green spaces, do not pick flowers or fruits in urban green spaces, parks, and scenic areas; (3) Other civilized behavior norms to maintain the ecological environment. Article 16 Citizens should maintain a healthy and safe online environment, consciously follow the following behavioral norms: (1) Interact civilly, express rationally, respect others' rights, reject online violence, and do not attack others personally; (2) Resist online rumors and harmful information, do not spread rumors, do not believe rumors, and do not pass on rumors; （三）其他维护网络秩序的文明行为规范。 Article 17 Residents should jointly maintain community public civility and consciously comply with the following behavioral norms: （一）不占用公用设施、公共区域; （二）参与垃圾减量，减少垃圾生成，分类投放生活垃圾; （三）不违反规定饲养宠物，不饲养家禽、家畜; （四）控制室内外活动噪声，避免干扰周围居民生活; （五）规范有序停放车辆，不占用他人车位，在指定位置充电; （六）不在阳台外、窗外、楼道、楼梯、楼顶等空间悬挂或者堆放物品; （七）其他社区文明行为规范。 Article 18 Villagers should jointly maintain rural public civility and consciously comply with the following behavioral norms: （一）保持房前屋后卫生、整洁; （二）圈养家禽家畜，保持圈舍卫生，不影响周边生活环境; （三）不占用国道、省道等主要道路打场晒粮; （四）不随意堆放垃圾、粪便、土石、柴草等杂物; （五）按照规定处理污水和生活垃圾; （六）其他乡村文明行为规范。 Article 19 Citizens should cultivate, inherit, and promote good family traditions, and consciously comply with the following behavioral norms: （一）注重文明素养培育，以身作则，以长率幼; （二）夫妻和睦，勤俭持家; （三）孝敬长辈，爱护子女;  (4) Neighbors live in harmony, helping and supporting each other;  (5) Other norms of family civilization behaviors.  Article 20 Schools and other educational institutions shall establish norms for civilized behavior on campus to ensure the comprehensive development and healthy growth of students:  (1) Strengthen the education of excellent traditional Chinese culture, cultivate and practice the core socialist values, adhere to moral education, strengthen the construction of teacher ethics and styles, standardize educational and teaching behavior, and develop a good school culture, teaching style, and learning style;  (2) Strengthen education on filial piety to parents and respect for teachers, etiquette and manners, mental health, and the cultivation of civilized behavior among students;  (3) Improve campus cultural facilities, purify, green, and beautify the campus environment, and build a beautiful campus;  (4) Strengthen legal awareness education, prevent bullying on campus, protect the personal and property safety of students and staff, and build a safe campus;  (5) Lawfully maintain normal teaching order, reflect and resolve conflicts and disputes through legal channels, and no unit or individual shall besiege or attack campus teachers and students;  (6) Other norms of civilized behavior on campus.  Article 21 In maintaining medical order, the following norms of civilized behavior shall be observed:  (1) Abide by various diagnosis and treatment service systems;  (2) Respect and cooperate with the work of medical and nursing staff;  (3) Resolve medical disputes through legal means;  (4) Other norms of civilized behavior in maintaining medical order.  Article 22 Citizens shall promote the change of customs and consciously adhere to the following norms of civilized behavior in marriage, funerals, and celebrations:  (1) Hold festivals in a civilized manner and conduct marriage and funeral matters in a frugal way;  (2) Establish civilized concepts of marriage and love, and discard outdated customs and bad habits;  (3) Establish the concept of modest funeral and lavish nurturing, practice ecological funerals and environmentally-friendly memorial services, and do not harm public order;  (4) During funerals, do not set up mourning tents, park remains, play funeral music, or scatter paper money in residential communities, urban roads, and other public places;  (5) During remembrances, do not burn offerings in public places such as squares, parks, green spaces, and urban roads; 6. Other civilized behavior norms for marriage, funeral, and celebrations. Article 23: Tourism shall comply with the following behavioral norms: (1) Respect local customs, cultural traditions, and honor heroes and historical cultural figures; (2) Protect cultural relics, scenic spots, and tourism facilities; (3) Obey the guidance and management of staff in scenic areas and attractions; (4) Other civilized behavior norms for maintaining tourism order. Article 24: Citizens should cultivate the virtue of opposing food waste and practicing frugality, consciously adhering to the following behavioral norms: (1) Advocate ordering food according to the number of diners, practice the 'clean plate' campaign, and cultivate frugal dining consumption habits; (2) Catering service enterprises should set up prominent publicity signs to prevent and stop food waste, provide public chopsticks and spoons, and offer half and small portion services; (3) Catering service providers shall not purchase, store, process, sell prohibited wild animals and their products or provide processing services for supplied materials; (4) Advocate ordering food according to need for family gatherings and packing leftover food; (5) Other civilized dining behavior norms. Article 25: Industries providing public services such as administrative approval services, gas, water, electricity, heating, finance, postal services, communications, hospitals, transportation, hotels, and commercial retail should establish high-quality service standards and industry norms, use civilized and standard language, establish a complaint handling mechanism, and set up civilized publicity signs for preferential treatment, no smoking, and noise control.  Chapter 3: Promotion and Guarantee  Article 26: Urban management comprehensive law enforcement departments should strengthen supervision over uncivilized behaviors that damage the urban environment and hygiene, damage municipal infrastructure, and destroy garden green spaces, and impose penalties in accordance with the law. Public security organs should strengthen social security management, network security supervision, and maintenance of public order, promptly investigate and deal with illegal and uncivilized behavior, enhance smart traffic management, and promote civilized travel. Departments of housing and urban-rural development, planning and natural resources, ecological environment, and water conservancy should incorporate the promotion of civilized behavior into their respective management responsibilities and investigate and stop illegal and uncivilized behavior in accordance with the law. The industrial and information technology departments should plan and guide enterprises to create civilized units and commit to high-quality service activities, strengthen corporate credit building, and improve corporate credit systems. Business, market supervision and management, development and reform departments should strengthen coordination and cooperation, carry out publicity for lawful and honest business practices, and investigate and stop illegal business activities and uncivilized business behaviors according to the law. Internet information management agencies should strengthen the construction of online civility, improve the management and supervision mechanism for internet information, monitor uncivilized behavior online, and assist public security organs in investigating illegal dissemination of information on the internet. The education department should incorporate the education of civilized behavior into the teaching content, promote the construction of civilized campuses, and cultivate civilized habits and atmosphere among teachers and students. The health department should strengthen publicity for civilized medical practices and civilized patient interactions, increase the intensity of health law enforcement supervision, ensure citizens' health rights, and maintain a fair, orderly, convenient, and quick medical environment. The civil affairs department should strengthen guidance for volunteer services, advocate changing customs and practices, abolish outdated practices, and promote the standardization of residents' self-governance and villagers' self-governance. Departments such as culture and tourism, and sports should strengthen the construction, service, and management of public cultural and sports facilities, such as cultural sports venues and memorial halls, protect and reasonably develop tourism resources, standardize tourism market behavior, maintain the legal rights of tourists and operators, and create a civilized public cultural atmosphere. The transportation department should strengthen the supervision and management of industries such as urban public transport, taxi transport, and car rental, improve the level of civilization in the industry, and direct civilized traffic. The judicial administrative department should carry out themed publicity and education activities to form a long-term mechanism for mutual promotion of spiritual civilization guidance and legal creation practice. Labor unions, the Communist Youth League, women's federations, and other mass organizations should leverage their advantages and organize activities to promote civilized behavior with group characteristics. Article 27: Protection and reward for individuals who act bravely to help others. Individuals who act bravely and their families should enjoy relevant benefits according to laws and regulations. Encourage public service institutions to give preferential treatment to volunteers with good volunteer service records. Individuals who donate blood for free and voluntarily donate human cells, tissues, and organs should enjoy preferential treatment or courtesy according to laws and regulations. Article 28: City and county (district) people's governments should establish a system for praising and rewarding civilized behavior, and commend and reward outstanding villages, units, campuses, communities, and families according to relevant regulations. Encourage organizations, groups, enterprises, public institutions, grassroots self-governing organizations, and other organizations to commend and reward individuals who contribute to the promotion of civilized behavior in their units. Article 29: Encourage enterprises and other organizations to give priority to hiring moral models, good people around, excellent volunteers, and other advanced individuals under the same conditions. National organs, enterprises, public institutions, and social organizations can regard the records of civilized behavior as an important reference in recruitment, promotion, and incentive work. Article 30: Encourage and support units and individuals to use their own venues and facilities to set up heartwarming service points and public reading points to provide drinking water, meal heating, shelter from wind and rain, and reading newspapers for outdoor workers such as sanitation workers and others in need of assistance. Article 31: When investigating uncivilized behavior according to the law, administrative law enforcement personnel have the right to request the doer to provide their true personal identity information, and the doer should comply. Article 32: City and county (district) people's governments and their relevant departments should establish a system for complaints, reports, and investigations of uncivilized behavior, and disclose complaint report phone numbers, mailboxes, emails, and government service hotlines. Any unit or individual has the right to persuade, report, and complain about uncivilized behavior. The municipal and county (district) people's governments and their relevant departments shall timely handle reports and complaints, keeping the identities of the reporters and complainants confidential.  Chapter Four Legal Responsibilities  Article 33 Those who violate the provisions of this regulation, for which laws, administrative regulations, and local regulations established by the People's Congress of Shanxi Province and its Standing Committee already have provisions, shall be governed by those provisions. Article 34 Those who violate the provisions of this regulation by using loudspeakers or sound equipment to emit noise that exceeds national standards, thereby affecting normal production, work, study, and life in the surrounding areas, shall be warned by the public security organs and may be fined between fifty and two hundred yuan. Article 35 Those who violate the provisions of this regulation by failing to set up promotional signs to prevent and stop food waste in a prominent position shall be ordered by the market supervision and administration department or the competent business department of the municipal or county (district) people's government to make corrections within a specified time and shall be warned. Article 36 Violations of the civilized behavior norms stipulated in this regulation shall be subject to administrative penalties; however, if the violator actively eliminates or mitigates the consequences of the illegal act, the administrative penalty should be mitigated or reduced in accordance with the law. Article 37 If relevant departments and their staff neglect their duties, abuse their powers, or engage in favoritism in promoting civilized behavior, they shall be punished in accordance with the law; if a crime is constituted, criminal responsibility shall be pursued according to the law.  Chapter Five Supplementary Provisions  Article 38 This regulation shall come into effect on May 1, 2021. |
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## All Five Concepts

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| Key | Value |
| one\_integrating\_law\_morality | 应当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、奖励与惩戒相结合的原则。 |
| two\_party\_committee\_leadership | 市、县（区）精神文明建设指导委员会及其工作机构负责本行政区域内文明行为促进的指导协调、督促检查、评估考核以及宣传表彰等工作。 |
| two\_b\_spiritual\_civ\_committee\_leadership | 市、县（区）精神文明建设指导委员会及其工作机构负责本行政区域内文明行为促进的指导协调、督促检查、评估考核以及宣传表彰等工作。 |
| three\_exemplify\_moral\_behavior | 人大代表、政协委员、先进模范人物、社会公众人物等应当在文明行为促进工作中发挥表率和示范作用。 |
| four\_whole\_society\_promote\_civilised\_behavior | 文明行为促进工作是全社会的共同责任。 |
| four\_b\_social\_institutions\_promote\_civilised\_behavior | 工会、共青团、妇联等群团组织应当发挥自身优势，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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阳泉市文明行为促进条例

（2020年12月28日阳泉市第十五届人民代表大会常务

委员会第三十五次会议通过 2021年3月31日经山西省

第十三届人民代表大会常务委员会第二十五次会议批准）

第一章 总 则

第一条 为了培育和践行社会主义核心价值观，引导和促进文明行为，提升公民文明素质和社会文明程度，根据有关法律、法规的规定，结合本市实际，制定本条例。

第二条 本条例适用于本市行政区域内的文明行为促进及其相关工作。

第三条 文明行为促进工作应当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、奖励与惩戒相结合的原则。

第四条 市、县（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，所需经费列入本级财政预算。

第五条 市、县（区）精神文明建设指导委员会及其工作机构负责本行政区域内文明行为促进的指导协调、督促检查、评估考核以及宣传表彰等工作。

第六条 市、县（区）人民政府及其相关部门应当按照各自职责做好文明行为促进工作。

乡镇人民政府、街道办事处应当按照上级人民政府和精神文明建设指导委员会的要求，推动落实本辖区的文明行为促进工作。

第七条 村（居）民委员会应当加强文明行为的宣传、教育和引导，协助做好相关工作。

第八条 文明行为促进工作是全社会的共同责任。任何组织和个人应当积极参与文明行为促进工作。

人大代表、政协委员、先进模范人物、社会公众人物等应当在文明行为促进工作中发挥表率和示范作用。

第九条 新闻媒体应当宣传社会文明建设成就，报道文明行为先进典型，刊播公益广告，传播文明理念，营造全社会促进文明行为的氛围。

车站、商场、广场、公园、景区、展览馆等公共场所和城市公共交通工具的经营者、管理者，应当利用自身广告设施、广告介质宣传文明行为。

第二章 倡导和规范

第十条 单位和个人应当遵守法律法规、公序良俗和文明行为规范，诚实守信，积极参与社会公德、职业道德、家庭美德、个人品德建设，自觉抵制不文明行为。

第十一条 支持、鼓励下列弘扬社会正气，倡导文明风尚的行为：

（一）无偿献血，自愿捐献人体细胞、人体组织和人体器官；

（二）参与见义勇为、抢险救灾救人，依法制止违法犯罪行为；

（三）参与扶贫、济困、扶老、救孤、助学、赈灾、医疗救助等公益活动和志愿服务活动；

（四）关爱帮助残疾人，爱护残疾人专用设施；

（五）关怀、尊重军人军属；

（六）其他弘扬社会正气，倡导文明风尚的文明行为。

第十二条 公民应当维护公共环境卫生，自觉遵守下列行为规范：

（一）维护公共场所环境整洁，爱护和合理使用文化体育、道路交通、安全防护、市政环卫等设施设备，爱护花草树木；

（二）在公共场所咳嗽、打喷嚏时遮掩口鼻；

（三）在呼吸道传染病流行期间，进入公共场所应当按照要求佩戴口罩，并保持社交距离；

（四）在非禁止吸烟场所吸烟时合理避开他人；

（五）其他维护公共环境卫生的文明行为规范。

第十三条 公民应当共同维护公共场所管理秩序，自觉遵守下列行为规范：

（一）衣着整洁得体；

（二）言行举止文明，不大声喧哗；

（三）等候服务依次排队，文明礼让；

（四）娱乐、健身时避免因使用高音喇叭、音响器材等影响周边正常的生产工作、学习和生活；

（五）在图书馆、纪念馆、博物馆等公共场馆遵守相关制度和礼仪规范，服从现场管理，离开时不留垃圾；

（六）遇到突发事件时，服从指挥，配合应急处置，有序疏散；

（七）其他维护公共场所秩序的文明行为规范。

第十四条 公民应当选择低碳、绿色、文明的出行方式，自觉遵守下列行为规范：

（一）驾车出行时，礼让斑马线，避让行人；遇有警车、消防车、救护车、工程救险车等执行紧急任务时，主动让行；

（二）乘坐公共交通工具有序上下、文明礼让，不抢占座位，不强迫他人让座，不干扰驾驶人安全行车；

（三）规范使用、有序停放共享交通工具；

（四）其他维护交通安全秩序的文明行为规范。

公交车、出租车和网约车驾驶人应当遵守行业规范，礼貌待客、文明服务。

第十五条 公民应当自觉遵守下列生态文明行为规范：

（一）积极参加植树造林、护林防火、养绿护绿等活动；

（二）不圈占、不破坏公共绿地，不在城市绿地、公园、景区等区域采摘花果；

（三）其他维护生态环境的文明行为规范。

第十六条 公民应当维护健康安全的网络环境，自觉遵守下列行为规范：

（一）文明互动，理性表达，尊重他人权利，拒绝网络暴力，不对他人进行人身攻击；

（二）抵制网络谣言和不良信息，不造谣、不信谣、不传谣；

（三）其他维护网络秩序的文明行为规范。

第十七条 居民应当共同维护社区公共文明，自觉遵守下列行为规范：

（一）不占用公用设施、公共区域；

（二）参与垃圾减量，减少垃圾生成，分类投放生活垃圾；

（三）不违反规定饲养宠物，不饲养家禽、家畜；

（四）控制室内外活动噪声，避免干扰周围居民生活；

（五）规范有序停放车辆，不占用他人车位，在指定位置充电；

（六）不在阳台外、窗外、楼道、楼梯、楼顶等空间悬挂或者堆放物品；

（七）其他社区文明行为规范。

第十八条 村民应当共同维护乡村公共文明，自觉遵守下列行为规范：

（一）保持房前屋后卫生、整洁;

（二）圈养家禽家畜，保持圈舍卫生，不影响周边生活环境;

（三）不占用国道、省道等主要道路打场晒粮；

（四）不随意堆放垃圾、粪便、土石、柴草等杂物;

（五）按照规定处理污水和生活垃圾；

（六）其他乡村文明行为规范。

第十九条 公民应当培育、传承和弘扬良好家风，自觉遵守下列行为规范:

（一）注重文明素养培育，以身作则，以长率幼；

（二）夫妻和睦，勤俭持家；

（三）孝敬长辈，爱护子女；

（四）邻里和睦，互帮互助；

（五）其他家庭文明行为规范。

第二十条 学校和其他教育机构应当建立校园文明行为规范，保障学生全面发展、健康成长：

（一）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，坚持立德树人，强化师德师风建设，规范教育教学行为，养成优良校风、教风、学风；

（二）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；

（三）完善校园文化设施，净化、绿化、美化校园环境，建设美丽校园；

（四）加强法治宣传教育，防止校园欺凌，保护学生和教职工人身、财产安全，建设平安校园；

（五）依法维护正常教学秩序，通过合法途径反映、解决矛盾、纠纷，任何单位和个人不得围堵、围攻校园师生；

（六）其他校园文明行为规范。

第二十一条 在维护医疗秩序方面，应当遵守下列文明行为规范：

（一）遵守各项诊疗服务制度；

（二）尊重和配合医护人员工作；

（三）通过合法途径解决医疗纠纷；

（四）其他维护医疗秩序的文明行为规范。

第二十二条 公民应当推进移风易俗，自觉遵守下列婚丧嫁娶文明行为规范：

（一）文明举办节庆，节俭办理婚丧事宜；

（二）树立文明婚恋嫁娶观念，摈弃陈规陋习；

（三）树立厚养薄葬观念，生态殡葬，环保祭祀，不妨害公共秩序；

（四）殡葬时不在居民小区、城市道路等公共场所搭设灵棚、停放遗体、吹奏丧事鼓乐、抛撒冥纸；

（五）祭扫时不在广场、公园、绿地、城市道路等公共场所焚烧祭品；

（六）其他婚丧嫁娶文明行为规范。

第二十三条 旅游应当遵守下列行为规范：

（一）尊重当地风俗习惯、文化传统，尊重英雄人物和历史文化名人；

（二）爱护文物古迹、风景名胜、旅游设施；

（三）服从景区、景点工作人员引导和管理；

（四）其他维护旅游秩序的文明行为规范。

第二十四条 公民应当养成反对餐饮浪费，厉行节约的美德，自觉遵守下列行为规范：

（一） 倡导按照就餐人数点餐，践行光盘行动，培养节约用餐消费习惯；

（二）餐饮服务企业应当在显著位置设置预防和制止餐饮浪费宣传标识，配备公筷公勺，提供半份菜、小份菜服务；

（三）餐饮服务提供者不得购买、储存、加工、出售禁止食用的野生动物及其制品或者提供来料加工服务；

（四）倡导家庭聚会按需点餐，打包剩饭剩菜；

（五）其他文明用餐行为规范。

第二十五条 行政审批服务管理、供气、供水、供电、供热以及金融、邮政、通信、医院、交通、宾馆、商业零售等提供公共服务的行业，应当制定优质服务标准和行业规范，使用文明用语和规范用语，建立投诉处理机制，设立优待、禁烟、噪音控制等文明宣传告示牌。

第三章 促进和保障

第二十六条 城市管理综合执法部门应当对损害市容环境卫生、损坏市政基础设施、损毁园林绿地等不文明行为加强监管，依法处罚。

公安机关应当加强社会治安管理、网络安全监管、公共秩序维护，及时查处违法行为和不文明行为，加强智慧交通管理，推动文明出行。

住房和城乡建设、规划和自然资源、生态环境、水利等部门应当将文明行为促进工作纳入各自管理职责范围，依法查处制止违法行为和不文明行为。

工业和信息化部门应当规划和指导企业开展文明单位创建和优质服务承诺活动，加强企业信用建设、完善企业信用制度。

商务、市场监督管理、发展和改革等部门应当加强协调配合，开展合法、诚信经营宣传，依法查处制止违法经营行为和不文明经营行为。

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

教育部门应当将文明行为教育纳入教学内容，推进文明校园建设，培养师生的文明习惯和文明风气。

卫生健康部门应当加强文明行医、文明就医宣传，加大卫生执法监督力度，保障公民健康权益，维护公平有序、方便快捷的就医环境。

民政部门应当加强志愿服务指导，倡导移风易俗，革除陈规陋习，推进居民自治、村民自治规范化。

文化和旅游、体育等部门应当加强文化体育场馆、纪念馆等公共文化体育设施建设、服务与管理，保护和合理开发利用旅游资源，规范旅游市场行为，维护旅游者和经营者的合法权益，营造文明的公共文化氛围。

交通运输部门应当加强对城市公交客运、出租汽车客运、汽车租赁等行业的监督管理，提高行业文明程度，引导文明交通。

司法行政部门应当开展主题宣传教育活动，形成精神文明引导与法治创建实践相互促进的长效机制。

工会、共青团、妇联等群团组织应当发挥自身优势，组织开展具有群体特色的文明行为促进活动。

第二十七条 保护和奖励见义勇为人员。见义勇为人员及其亲属应当按照法律法规的规定享受相关待遇。

鼓励公共服务机构等对有良好志愿服务记录的志愿者给予优待。

个人无偿献血以及自愿捐献人体细胞、人体组织和人体器官的，本人及其亲属应当按照法律法规的规定享受优待或者礼遇。

第二十八条 市、县（区）人民政府应当建立文明行为表扬和奖励制度，对成绩突出的村镇、单位、校园、社区、家庭等按照有关规定予以表彰、奖励。

鼓励机关、团体、企业事业单位、基层群众性自治组织和其他组织，对本单位在文明行为促进工作中作出贡献的人员进行表彰、奖励。

第二十九条 鼓励企业和其他组织在同等条件下优先录用道德模范、身边好人、优秀志愿者等先进人物。

国家机关、企业事业单位、社会组织在招聘录用、职位晋升、待遇激励等工作中可以将文明行为记录作为重要参考。

第三十条 鼓励支持单位和个人利用自有场所、设施设立爱心服务点、公益阅读点，为环卫工人等户外劳动者和其他需要帮助的人员提供饮用水、餐食加热、遮风避雨、看书读报等便利服务。

第三十一条 在依法查处不文明行为时，行政执法人员有权要求行为人提供个人真实身份信息，行为人应当予以配合。

第三十二条 市、县（区）人民政府及其有关部门应当建立不文明行为投诉、举报、查处制度，公布投诉举报电话、信箱、电子邮件、政务服务热线等。

任何单位和个人有权对不文明行为进行劝阻、举报和投诉。

市、县（区）人民政府及其有关部门应当及时处理举报、投诉，为举报人、投诉人保密。

第四章 法律责任

第三十三条 违反本条例规定，法律、行政法规和山西省人民代表大会及其常务委员会制定的地方性法规已有规定的，从其规定。

第三十四条 违反本条例规定，使用高音喇叭、音响器材等发出超过国家标准的噪声影响周边正常的生产工作、学习和生活的，由公安机关给予警告，可以并处五十元以上二百元以下的罚款。

第三十五条 违反本条例规定，餐饮经营者未在显著位置设置预防和制止餐饮浪费宣传标识的，由市、县（区）人民政府市场监督管理部门或者商务主管部门责令限期改正，给予警告。

第三十六条 违反本条例规定的文明行为规范应当受到行政处罚，但行为人主动消除或者减轻违法行为危害后果的，应当依法从轻或者减轻行政处罚。

第三十七条 违反本条例规定，有关部门及其工作人员在文明行为促进工作中玩忽职守、滥用职权、徇私舞弊的，依法给予处分；构成犯罪的，依法追究刑事责任。

第五章 附 则

第三十八条 本条例自2021年5月1日起施行。