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| Id | ZmY4MDgwODE3NTJiN2Q0MzAxNzVmOWI1OGRkZjJkMTA%3D |
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| Url | ./detail2.html?ZmY4MDgwODE3NTJiN2Q0MzAxNzVmOWI1OGRkZjJkMTA%3D |
| Translated\_content | Regulations on Promoting Civilized Behavior in Shaoguan City  (Passed at the 35th Meeting of the Standing Committee of the 14th People's Congress of Shaoguan City on June 12, 2020, approved by the 22nd Meeting of the Standing Committee of the 13th People's Congress of Guangdong Province on July 29, 2020, promulgated on August 4, 2020, and implemented from October 1, 2020)  Table of Contents Chapter 1 General Principles Chapter 2 Standards of Civilized Behavior Chapter 3 Encouragement and Support Chapter 4 Key Governance Chapter 5 Implementation and Guarantee Chapter 6 Legal Responsibilities Chapter 7 Supplementary Provisions  Chapter 1 General Principles Article 1 In order to promote and practice the core values of socialism, guide and promote civilized behavior among citizens, improve citizens' civilization quality, promote social progress, and build a beautiful Shaoguan, this regulation is formulated based on relevant laws and regulations and the actual conditions of the city. Article 2 The promotion of civilized behavior and related work within the administrative area of this city shall be governed by these regulations. Article 3 The civilized behavior referred to in these regulations is defined as actions that comply with the Constitution and laws and regulations, practice the core values of socialism, meet the moral requirements of socialism, follow public order and good customs, and lead social trends and civilized progress. Article 4 The work of promoting civilized behavior should adhere to the principles of the Party's leadership, government guidance, social participation, coordinated promotion, and advocacy as the main focus. Article 5: The spiritual civilization construction committees of municipalities and counties (cities, districts) shall uniformly lead the promotion of civilized behaviors within their regions, guide the establishment and improvement of a long-term mechanism for promoting civilized behaviors, and create a new pattern of social governance characterized by joint construction, joint governance, and shared benefits. The spiritual civilization construction agencies of municipalities and counties (cities, districts) shall be specifically responsible for the planning, implementation, guidance, coordination, supervision, inspection, and publicity education of the promotion of civilized behaviors within their administrative areas. Article 6: The people's governments of municipalities and counties (cities, districts) shall establish a civilized behavior recording system, incorporate the promotion of civilized behaviors into the national economic and social development plans, and arrange special funds in the public financial budget to ensure the normal development of the promotion of civilized behaviors. The town (township) people's governments and street offices shall guide the villagers' committees, residents' committees, and property owner committees to formulate codes of civilized behavior and perform the promotion of civilized behaviors within their responsibilities. Villagers' committees and residents' committees shall incorporate civilized behavior norms into village regulations and residents' agreements, assist the town (township) people's government and street offices in promoting civilized behavior, and strengthen the publicity and guidance of civilized behaviors. Article 7: The public security, urban management, comprehensive law enforcement, education, culture, tourism, transportation, health, finance, and other relevant administrative departments of municipalities and counties (cities, districts) shall perform the promotion of civilized behaviors in their administrative areas according to their respective duties. Administrative departments with law enforcement responsibilities should incorporate civilized behaviors into their job standards, enforce civilized law, and supervise and manage uncivilized behaviors according to the law. Article 8: The promotion of civilized behaviors is a common responsibility of the whole society. Any organization or individual should actively participate in the promotion of civilized behaviors based on their actual situation.  Chapter 2: Norms of Civilized Behavior  Article 9: Administrative agencies and other state organs of municipalities and counties (cities, districts) should improve the government service processes, simplify administrative procedures, reasonably set up on-site processing windows, and promote efficient and convenient government service methods such as online appointments and online processing. Article 10: Public service institutions should establish service standards, clearly state the service procedures, disclose service commitments, implement convenient measures, and provide civilized and high-quality services. Article 11: State officials should model compliance with the Constitution and laws, practice the core socialist values, adhere to public order and good customs as well as other norms of civilized behaviors, actively participate in building social morality, professional ethics, and family virtues, and establish consciousness of serving the people wholeheartedly, playing a leading and exemplary role in the activities promoting civilized behaviors. Article 12: Citizens should behave politely in public places and consciously adhere to the following civilized behavior norms: (1) Keep to the right when going up and down stairs, and exit before entering the elevator; （2）Queue in order when waiting for service; （3）Speak softly when making or receiving phone calls; （4）Do not provoke others with language or insulting gestures; （5）Pay attention to etiquette during exhibitions, art performances, and sports events, use civilized language, obey management, and maintain cleanliness of the venue; (6) When participating in public cultural and sports activities such as fitness, square dancing, and concerts, respect the legitimate rights and interests of others and do not disturb the public. (7) Follow emergency commands in the event of public emergencies. (8) Other behaviors that maintain public order and civility. Article 13 Citizens shall cherish the public environment and consciously abide by the following norms of civilized behavior: (1) Do not raise your voice, argue, or use profanity. (2) Do not pick flowers or plants, or trample on public green spaces and flowerbeds. (3) Do not occupy public places, damage public facilities, or lie down on public benches. (4) Do not smoke in public places such as office corridors and elevators. (5) Do not set up stalls or conduct business encroaching on public spaces. (6) Other civilized behaviors regarding public environments. Article 14 Citizens shall maintain public hygiene and consciously abide by the following norms of civilized behavior: (1) Cover your mouth and nose when coughing or sneezing in public places; if you have a respiratory infectious disease, you should wear a mask when going out. (2) Use public restrooms politely and maintain their cleanliness. (3) When walking dogs, use a leash, fit the dog with a muzzle, actively give way to pedestrians, and promptly clean up after their excretions. (4) Other civilized behaviors regarding public hygiene. Article 15 Citizens shall consciously maintain cybersecurity and online order, behave civilly on the internet, and abide by the following norms of civilized behavior: (1) Reject online violence and bullying; do not browse or disseminate unhealthy audiovisual materials and information. (2) Do not use the internet to infringe upon others' reputation, privacy, intellectual property rights, and other legitimate rights and interests. (3) Do not post insults or attack others. (4) Do not spread rumors, believe in rumors, or pass on rumors. (5) Other civil behaviors in cyberspace. Article 16 Citizens should practice a low-carbon, environmentally friendly, and green lifestyle, live in a civilized and healthy manner, and consciously follow the following civil behavior norms: (1) Save food, water, electricity, coal, fuel oil, natural gas, and other public resources; (2) Dine文明ly, avoid excessive drinking and persuading others to drink, use public chopsticks and spoons, and adopt a healthy and hygienic dining method of serving separate dishes; (3) Abandon the behavior of consuming wild animals, and do not illegally consume, buy or sell wild animals and their products; (4) Be thrifty in handling marriage and celebration matters, and refuse extravagance and waste; (5) Conduct funeral and memorial services in a civilized and simple manner, and do not arbitrarily burn, scatter, or dispose of sacrificial items; (6) Sort and dispose of garbage according to regulations, actively reduce the pollution caused by daily household waste to the environment; (7) Consciously resist behaviors related to pornography, gambling, drugs, and feudal superstitions; (8) Other healthy and civilized living behaviors. Article 17 Citizens should travel in a civilized manner and consciously follow the following civil behavior norms: (1) When taking public transportation, pets must not be brought onto vehicles, littering is prohibited, and loud talking or playing videos/audio is not allowed; (2) On public transport, passengers should voluntarily give seats to the elderly, weak, ill, disabled, pregnant, and those holding infants, and should not occupy seats; (3) Vehicles should not chase each other or race; (4) Drive slowly through pedestrian crossings, and kindly yield to pedestrians; (5) Drive slowly through waterlogged road sections; (6) Riders of electric motorcycles and electric bicycles should wear helmets; (7) Vehicles should be parked in an orderly fashion and comply with management; (8) Pedestrians should use crosswalks and refrain from using mobile phones or playing while crossing roads; (9) Other civil behaviors during travel. Article 18 Citizens shall seek medical treatment in a civilized manner and consciously abide by the following civilized behaviors: (1) Respect medical laws, follow medical treatment orders and relevant regulations of medical institutions, cooperate with the work of medical staff, must not endanger the personal safety of medical staff, and must not infringe upon the legitimate rights and interests of medical staff; (2) No burning of sacrificial items, setting up mourning halls, displaying wreaths and other activities that disrupt the normal order of medical institutions as specified by laws and regulations in medical institutions; (3) Other civilized medical behaviors. Article 19 Citizens shall travel in a civilized manner and consciously abide by the following norms of civilized behavior: (1) Follow the guidelines and agreements on civilized tourism, respect local cultural customs and religious beliefs; (2) Obey the management of scenic spots, protect public tourism facilities, and not damage cultural tourism resources such as historical relics; (3) Maintain the environmental hygiene of scenic spots, protect the ecological environment, and consciously dispose of garbage in designated places; (4) Other civilized tourism behaviors. Article 20 Citizens shall live in harmony and love, and consciously abide by the following norms of civilized behavior in the community: (1) Do not raise poultry or livestock in community living areas; (2) House renovations shall be carried out in a civilized manner within the specified time to avoid noise, dust, and wastewater affecting the community environment and others' normal lives; (3) Care for the community's public environment and actively participate in greening and beautifying activities in buildings and communities; (4) Care for and use community shared facilities and equipment reasonably, do not occupy public spaces in the community, and do not damage public facilities and equipment related to community security, fire protection, entertainment, communication, and electrical systems; (5) Do not illegally construct buildings, structures, or underground spaces; (6) Consciously park vehicles in designated areas and garages, do not occupy others' parking spaces, and do not encroach on public parking spaces by setting up obstacles; (7) Other civilized behaviors in the community. Article 21 Citizens shall participate in the construction of rural customs and civilization, and consciously abide by the following norms of civilized behavior in villages: (1) Follow village rules and agreements, learn from the good, change customs, and abandon old customs and bad habits; (2) Respect elders, support, honor, and care for parents and the elderly; (3) Gender equality, respect for the legal rights and interests of the elderly, women, and children; (4) Maintain the hygiene and cleanliness around houses, and do not randomly pile up garbage, agricultural fertilizers, soil and stones, firewood, and other debris; (5) Do not dry grain or stack items on the road; (6) Scientifically and reasonably dispose of agricultural plastic films, crop straw, and other agricultural production waste; (7) Consciously protect ancient trees, ancient residences, ancient villages, and other rural cultural and natural resources; (8) Other civilized behaviors in rural areas.  Chapter Three Encouragement and Support  Article 22: Encourage and support charitable activities such as poverty alleviation, caring for the elderly and orphans, aiding the sick and disabled, preferential treatment for disaster relief, and donations for education, and legally protect the legitimate rights and interests of the parties involved in charitable activities. The whole society should promote the construction of barrier-free environments and senior-friendly living environments, and legally guarantee the rights of disabled people, elderly people, and other social members to participate equally in social life. Service halls in government agencies, airports, train stations, bus stations, tourist attractions, and public places such as large shopping malls and hospitals in cities and counties (cities, districts) should set up mother-baby areas (rooms, seats) to provide green channel services for pregnant women and passengers carrying infants and young children. Article 23: Encourage and support enterprises, public institutions, and social organizations to use their facilities and venues to establish volunteer service stations, providing various convenient services to society. Encourage citizens to donate blood without compensation and voluntarily donate bone marrow, corneas, organs, and bodies. Article 24: Encourage citizens with rescue skills to provide on-site rescue when others suffer from accidents or sudden illnesses. Encourage all sectors of society to set up automated external defibrillators and other first aid equipment in crowded public places. Article 25: Encourage and advocate citizens to take appropriate actions to implement the following acts of bravery: (1) Stop illegal criminal activities that harm national security, public safety, or disrupt social order; (2) Stop illegal criminal activities that infringe on the property of the state, collective, or the safety of others' person and property; (3) Participate in rescue, disaster relief, and saving lives, protecting the property of the state, collective, or the safety of others' person and property; (4) Other acts of bravery. Article 26 Public cultural facilities such as libraries, museums, art galleries, cultural centers (stations), and science and technology museums shall establish volunteer service stations and should open to the public for free or at a discount according to regulations. Encourage eligible units and organizations to establish public learning venues such as style study rooms, farmers' libraries, reading points, and book flow boxes. Encourage hotels, restaurants, tourist attractions, and other operating venues to open their parking lots and restrooms to the public. Article 27 The spiritual civilization construction work institutions and relevant departments at the municipal and county (city, district) levels shall organize the selection and commendation activities for moral models, good people around us, the most beautiful people, outstanding volunteers, and virtuous youth. Enterprises, public institutions, social organizations, and other entities shall actively participate in the selection of moral advanced individuals according to their own actual circumstances and commend and reward the civilized behavior of their personnel. Article 28 The municipal and county (city, district) people's governments shall commend and reward the units and individuals that excel in promoting civilized behaviors such as acts of bravery, voluntary donations, charitable public welfare, and volunteer services, and include them in personal files according to the principle of voluntariness.  Chapter Four Key Governance  Article 29 The city shall implement a key governance list system for outstanding uncivilized behaviors. The municipal spiritual civilization construction work institution shall regularly assess the governance work for key uncivilized behaviors, and based on the evaluation results and the needs for promoting civilized behaviors, propose adjustment suggestions for the key uncivilized behavior governance list after widely soliciting public opinion, and publish it to the society after being approved by the municipal people's government. The spiritual civilization construction work institutions at the municipal and county (city, district) levels shall propose an overall plan for governance of key uncivilized behaviors based on the current status and goals of promoting civilized behaviors in their regions and implement it after approval from their respective people's government. Article 30 The county (city, district) people's governments shall establish and improve a comprehensive remediation work mechanism and a coordinated law enforcement mechanism, and organize key supervision and joint law enforcement for the uncivilized behaviors listed in the key governance list. Article 31 In terms of public order, key governance will be focused on the following uncivilized behaviors that affect public order: (1) Generating noise and causing traffic jams that interfere with others' normal life, work, and study during commercial, cultural, and sports activities; (2) Engaging in noise-polluting indoor renovations, furniture processing, and other activities in residential areas, areas with concentrated residents, educational and cultural areas, and recuperation areas during noon and night. Article 32 In terms of public health, key governance will focus on the following uncivilized behaviors that damage the public environment: (1) Littering, spitting, and urinating in public places; (2) Randomly writing, drawing, hanging objects, and posting advertisements, etc.; (3) Throwing objects outside the vehicle while driving or riding in a motor vehicle; (4) Unauthorized occupation of public places such as urban roads, squares, bridges, pedestrian overpasses, underground passages, or tourist attractions for dumping goods, setting up advertisements, or selling and doing business. Article 33 In terms of public safety, focus on addressing the following uncivil behaviors that disturb public safety: (1) Talking, arguing, or physically assaulting the driver while riding public transport; (2) Throwing objects from inside buildings or structures to the outside; (3) Walking dogs without a leash for large dogs or not using a muzzle for aggressive dogs. Article 34 In terms of public transport, focus on addressing the following uncivil behaviors that affect public transportation: (1) Climbing over road isolation facilities; (2) Parking vehicles in non-parking areas such as blind paths, pedestrian pathways, etc.; (3) Non-motor vehicles such as bicycles, electric bicycles, and tricycles going against traffic or crossing motor vehicle lanes haphazardly; (4) Pedestrians and non-motor vehicles running red lights; (5) Violating the use of high beam headlights.  Chapter 5 Implementation and Assurance  Article 35 The people's governments of municipalities and counties (cities, districts) shall establish an evaluation system for promoting civilized behaviors, incorporating the creation of civilized cities into work assessment content. Article 36 The people's governments of municipalities and counties (cities, districts) and relevant departments shall strengthen the construction and management of the following facilities and equipment: (1) Publicity facilities for public welfare advertisements such as theme landscapes of socialist core values; (2) Municipal facilities such as urban roads, pedestrian overpasses, underground passages, road lighting, environmental sanitation, rain and sewage diversion, and sewage discharge systems; (3) Electronic monitoring facilities and equipment related to public safety, such as traffic and public security; (4) Accessible facilities such as blind pathways, ramps, and third bathrooms in public places; (5) First aid facilities and equipment in crowded places such as large shopping malls and cinemas; (6) Recreational facilities in public places like parks and squares; (7) Traffic signs, place name signs, public facility direction signs, and signs guiding civilized behavior; (8) Other facilities and equipment related to the promotion of civilized behavior. Article 37 Schools should incorporate the core socialist values into campus cultural construction, establish standards for civilized behavior on campus, enhance teacher ethics and conduct, implement education and practical activities on civilized behavior, improve students' civilized literacy, and cultivate a good school style, teaching style, and learning style. Article 38 State organs, enterprises, public institutions, and social organizations should carry out public education activities promoting civilized behavior, fostering a social atmosphere that promotes civilized behavior. Media outlets such as newspapers, radio, television, and the internet should guide public opinion on civilized behavior, promote the standards of civilized behavior through various forms, report exemplary and advanced deeds, and legally expose uncivilized behaviors. Advertisements set in public places and public transportation should allocate a certain proportion of space for public service advertisements promoting civilized behavior. Parks, squares, and public cultural spaces should reasonably set up areas for moral celebrities, walls showcasing civilized models, and lists of good deeds to commemorate exemplary figures and promote advanced deeds. Article 39 The management units of public places, property management enterprises, and owners' committees should timely dissuade and stop uncivilized behaviors within their managed areas. They can retain evidence such as video or photo documentation of uncivilized behaviors and report to the relevant administrative departments. Article 40 Municipal and county (city, district) people's governments should establish a unified platform for government consultation and complaint, set up complaint hotlines and publicly disclose them, and incorporate the reporting of uncivilized behaviors into the management of the government consultation and complaint platform. Citizens have the right to stop and dissuade uncivilized behavior and report it via telephone, letters, emails, etc. No unit or individual may retaliate against dissuaders, complainants, or informants through threats, insults, or physical violence.  Chapter 6 Legal Responsibilities  Article 41 Where laws and regulations already stipulate penalties for uncivilized behaviors provided in these regulations, such provisions shall be followed. Article 42 If state organs and their staff violate the provisions of these regulations in promoting civilized behavior, their supervising units or superior agencies shall order corrective action and issue a notice of criticism; if the circumstances are serious, relevant authorities shall impose penalties according to the law on the directly responsible supervisors and other directly responsible persons; if it constitutes a crime, criminal responsibility shall be pursued according to the law. Article 43 Those who violate the provisions of the second paragraph of Article 40 of these regulations, using threats, insults, or physical violence to retaliate against dissuaders, complainants, or informants, shall be dealt with by public security authorities according to the relevant provisions of the 'People's Republic of China Public Security Administration Punishment Law'; if it constitutes a crime, criminal responsibility shall be pursued according to the law.  Chapter 7 Supplementary Provisions  Article 44 These Regulations shall come into effect on October 1, 2020. |
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## All Five Concepts

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| Key | Value |
| one\_integrating\_law\_morality |  |
| two\_party\_committee\_leadership | 文明行为促进工作应当坚持党的领导、政府主导、社会参与、统筹推进、倡导为主的原则。 |
| two\_b\_spiritual\_civ\_committee\_leadership | 市、县（市、区）精神文明建设委员会统一领导本区域内的文明行为促进工作，指导建立健全文明行为促进工作长效机制， |
| three\_exemplify\_moral\_behavior | 国家机关工作人员应当模范遵守宪法和法律法规，践行社会主义核心价值观，遵循公序良俗及其他文明行为规范，积极参与社会公德、职业道德和家庭美德建设，树立全心全意为人民服务的宗旨意识，在文明行为促进活动中发挥引领示范作用。 |
| four\_whole\_society\_promote\_civilised\_behavior | 文明行为促进是全社会的共同责任。 |
| four\_b\_social\_institutions\_promote\_civilised\_behavior | 镇（乡）人民政府、街道办事处应当指导村民委员会、居民委员会、小区业主委员会制定文明行为公约，并在职责范围内做好文明行为促进工作。 |
| five\_promote\_coconstruction\_cogovernance | 营造共建共治共享的社会治理新格局。 |

## Content

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韶关市文明行为促进条例

（2020年6月12日韶关市第十四届人民代表大会常务委员会第三十五次会议通过 2020年7月29日广东省第十三届人民代表大会常务委员会第二十二次会议批准 2020年8月4日公布 自2020年10月1日起施行）

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第一章 总则

第一条 为了弘扬和践行社会主义核心价值观，引导和促进公民行为文明，提高公民文明素质，促进社会进步，建设善美韶关，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及相关工作，适用本条例。

第三条 本条例所称的文明行为，是指遵守宪法和法律法规，践行社会主义核心价值观，符合社会主义道德要求，遵循公序良俗，引领社会风尚和文明进步的言行举止。

第四条 文明行为促进工作应当坚持党的领导、政府主导、社会参与、统筹推进、倡导为主的原则。

第五条 市、县（市、区）精神文明建设委员会统一领导本区域内的文明行为促进工作，指导建立健全文明行为促进工作长效机制，营造共建共治共享的社会治理新格局。

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实施、指导协调、监督检查以及宣传教育。

第六条 市、县（市、区）人民政府应当建立文明行为记录制度，将文明行为促进工作纳入国民经济和社会发展规划，并在公共财政预算中统筹安排专项资金，保障文明行为促进工作的正常开展。

镇（乡）人民政府、街道办事处应当指导村民委员会、居民委员会、小区业主委员会制定文明行为公约，并在职责范围内做好文明行为促进工作。

村民委员会、居民委员会应当将文明行为规范纳入村规民约、居民公约，协助镇（乡）人民政府、街道办事处推进文明行为促进工作，加强对文明行为的宣传和引导。

第七条 市、县（市、区）公安、城市管理、综合执法、教育、文化、旅游、交通运输、卫生健康、财政等有关行政主管部门应当按照各自职责分工，做好本行政区域的文明行为促进工作。

负有执法职责的行政主管部门应当将文明行为纳入岗位工作规范，文明执法，依法对不文明行为进行监督管理。

第八条 文明行为促进是全社会的共同责任。任何组织或者个人应当结合自身实际，积极参与文明行为促进工作。

第二章 文明行为规范

第九条 市、县（市、区）行政机关和其他国家机关应当完善政务服务办事流程，简化办事程序，合理设置现场办理窗口，推广网上预约、网上办理等便民高效政务服务方式。

第十条 公共服务机构应当制定服务标准，明示办事程序，公开服务承诺，落实便民措施，提供文明优质服务。

第十一条 国家机关工作人员应当模范遵守宪法和法律法规，践行社会主义核心价值观，遵循公序良俗及其他文明行为规范，积极参与社会公德、职业道德和家庭美德建设，树立全心全意为人民服务的宗旨意识，在文明行为促进活动中发挥引领示范作用。

第十二条 公民在公共场所应当言行举止文明，自觉遵守下列文明行为规范：

（一）上下楼梯靠右侧通行，乘坐电梯先出后进；

　　（二）等候服务时依次排队；

（三）接打电话时轻言细语；

（四）不以语言、侮辱性动作挑衅他人；

（五）参加展览会、博览会和观看文艺演出、体育比赛等活动时，注重礼仪，用语文明，服从管理，维护场地整洁；

（六）参加健身、广场舞、演唱会等群众性文体活动时，尊重他人合法权益，做到不扰民；

（七）遇有公共突发事件时听从应急指挥；

（八）其他公共秩序文明行为。

　　第十三条 公民应当爱护公共环境，自觉遵守下列文明行为规范：

（一） 不大声喧哗、争吵、谩骂；

（二）不采摘花草、践踏公共绿地、花圃等；

（三）不占用公共场所，不损坏公用设施，不躺卧公共座椅；

（四）不在办公楼道、电梯等公共场所内吸烟；

（五）不违规摆设摊点、占道经营；

（六）其他公共环境文明行为。

第十四条 公民应当维护公共卫生，自觉遵守下列文明行为规范：

（一）在公共场所咳嗽、打喷嚏时遮掩口鼻，患有呼吸道传染性疾病的外出时应当佩戴口罩；

（二）文明如厕，维护公共厕所的清洁卫生；

（三）遛狗时应当使用牵引绳，给犬只佩戴嘴套，主动避让行人，并即时清理其排泄物；

（四）其他公共卫生文明行为。

第十五条 公民应当自觉维护网络安全和网络秩序，文明上网，遵守下列文明行为规范：

（一）拒绝网络暴力、网络霸凌，不浏览、传播内容不健康的视听资料和信息；

（二）不得利用网络侵害他人名誉、隐私、知识产权等合法权益；

（三）不发帖谩骂、攻击他人；

（四）不造谣，不信谣，不传谣；

（五）其他网络文明行为。

第十六条 公民应当践行低碳、环保、绿色的生活方式，文明健康生活，自觉遵守下列文明行为规范：

（一）节约粮食、水、电、煤、燃油、天然气和其他公共资源；

（二）文明用餐，不酗酒不劝酒，使用公筷公勺，采用分餐的健康卫生饮食方式；

（三）摒弃滥食野生动物的行为，不非法食用、买卖野生动物及其制品；

（四）节俭办理婚嫁喜庆事宜，拒绝奢华和浪费；

（五）文明简约殡葬、祭祀，不随意焚烧、抛撒、处置祭祀物品；

（六）按照规定分类投放垃圾，主动减少日常生活废弃物对环境造成的污染；

（七）自觉抵制黄、赌、毒、封建迷信等行为；

（八）其他健康文明生活行为。

第十七条 公民应当文明出行，自觉遵守下列文明行为规范：

　 （一）乘坐公共交通车辆时，不得将宠物带上车，不在车内抛杂物，不大声交谈、播放视频音频等；

　　（二）在公共交通车辆上主动给老、弱、病、残、孕、怀抱婴儿者等乘客让座，不霸占座位；

　　（三）驾驶车辆不得互相追逐竞驶；

（四）驾驶车辆慢速通过人行横道，友善礼让行人；

（五）驾驶车辆慢速通过积水路段；

（六）电动摩托车、电动自行车骑乘人员应当佩戴头盔；

（七）车辆停放有序，服从管理；

（八）行人应当走斑马线，穿行道路时不使用手机、嬉戏等；

　　（九）其他出行文明行为。

第十八条 公民应当文明就医，自觉遵守下列文明行为：

（一）尊重医学规律，遵守就医秩序和医疗场所有关规章制度，配合医护工作者工作，不得危害医护工作者人身安全，不得损害医护工作者合法权益；

（二）不得在医疗机构焚烧祭祀用品、搭建灵堂、摆放花圈挽幛以及法律法规规定的其他扰乱医疗机构正常秩序的行为；

（三）其他文明就医行为。

第十九条 公民应当文明旅游，自觉遵守下列文明行为规范：

　　（一）遵守旅游文明行为指南和公约，尊重当地文化习俗和宗教信仰；

（二）服从景区景点管理，爱护旅游公共设施，不破坏、损毁文物古迹等文化旅游资源；

（三）爱护景区景点的环境卫生，保护生态环境，自觉将垃圾投入指定地点；

（四）其他旅游文明行为。

第二十条 公民应当和睦友爱，自觉遵守下列社区文明行为规范：

（一）不在社区生活区域内饲养家禽、家畜；

（二）房屋装修按照规定时间文明施工，避免噪声、粉尘和污水等对社区环境和他人正常生活的影响；

（三）爱护社区公共环境，积极参与楼院、社区的绿化、美化活动；

（四）爱护和合理使用社区共用设施、设备，不侵占社区公共场所、不损坏社区治安、消防、文娱、通讯、强弱电等公共设施、设备；

（五）不违法搭建建筑物、构筑物和建造地下空间；

（六）自觉将车辆停放在规定的区域和车库内，不占用他人车位，不以设置障碍物等形式侵占公共停车位；

（七）其他社区文明行为。

第二十一条 公民应当参与农村乡风文明建设，自觉遵守下列乡村文明行为规范：

（一）遵守村规民约，见贤思齐，移风易俗，摒弃陈规陋习；

（二）尊敬长辈，赡养、孝敬、关爱父母和老人；

（三）男女平等，尊重老人、妇女、儿童的合法权益；

（四）保持房屋周边卫生、整洁，不随意堆放垃圾、农家肥、土石、柴草等杂物；

（五）不在公路上晒粮或堆放物品；

（六）科学合理处置农用薄膜、农作物秸秆等农业生产废弃物；

（七）自觉保护古树、古民居、古村落等乡村人文和自然资源；

（八）其他乡村文明行为。

第三章 鼓励与支持

第二十二条 鼓励和支持扶贫济困、扶老救孤、恤病助残、优抚赈灾、捐资助学等慈善公益活动，依法保护慈善公益活动当事人的合法权益。

全社会应当推进无障碍环境、老年宜居环境建设，依法保障残疾人、老年人等社会成员平等参与社会生活的权益。

市、县（市、区）的政务、机场、火车站、汽车客运站、景区等服务大厅和大型商场、医院等公共场所，应当设置母婴区（室、座），为孕妇以及携带婴幼儿的乘客提供绿色通道服务。

第二十三条 鼓励和支持企业事业单位和社会组织利用本单位设施和场所设立志愿服务站点，为社会提供各种便利服务。

鼓励公民无偿献血和自愿捐献骨髓、角膜、器官、遗体。

第二十四条 鼓励具备救护技能的公民在他人出现意外伤害或突发疾病时，实施现场救护。

鼓励社会各方力量在人员密集的公共场所设置自动体外除颤器等急救设备。

第二十五条 鼓励、倡导公民采取适当的方式实施下列见义勇为行为：

（一）制止正在危害国家安全、公共安全或者扰乱社会秩序的违法犯罪行为；

（二）制止正在侵害国家、集体财产或者他人人身、财产安全的违法犯罪行为；

（三）抢险、救灾、救人，保护国家、集体的财产或者他人人身、财产安全；

（四）其他见义勇为行为。

第二十六条 图书馆、博物馆、美术馆、群艺馆、文化馆（站）、科技馆等公共文化设施，应当设立志愿服务站点，按照规定向社会免费或优惠开放。

鼓励有条件的单位和组织设立风度书房、农家书屋、书刊阅读点、漂流书箱等公益性学习场所。

鼓励宾馆饭店、景点景区等经营场所的停车场、厕所向社会开放。

第二十七条 市、县（市、区）精神文明建设工作机构和有关部门应当组织开展道德模范、身边好人、最美人物、优秀志愿者、美德少年等道德先进人物评选与表彰活动。

企业事业单位、社会团体及其他组织应当结合自身实际，积极参与道德先进人物的评选活动，对本单位人员文明行为进行表扬奖励。

第二十八条 市、县（市、区）人民政府应当对见义勇为、自愿捐献、慈善公益、志愿服务等文明行为促进工作中表现突出的单位和个人进行表彰和奖励，并按照自愿原则，纳入个人档案。

第四章 重点治理

第二十九条 本市对突出的不文明行为实行重点治理清单制度。

市精神文明建设工作机构应当定期对重点不文明行为治理工作进行评估，并根据评估结果和文明行为促进工作需要，在广泛征求社会公众意见后，对重点不文明行为治理清单提出调整意见，经市人民政府同意后向社会公布。

市、县（市、区）精神文明建设工作机构应当根据本区域文明行为促进工作的现状和目标，提出重点不文明行为治理总体方案，经本级人民政府批准后组织实施。

第三十条 县（市、区）人民政府应当建立健全综合整治工作机制和查处协调联动机制，针对列入重点治理清单的不文明行为，组织开展重点监管、联合执法等工作。

第三十一条 在公共秩序方面，重点治理下列影响公共秩序的不文明行为：

（一）开展商业、文体等活动时，产生噪音、造成交通拥堵干扰他人正常生活、工作和学习的；

（二）中午和夜间在住宅区、居民集中区、文教区和疗养区从事产生噪声污染的室内装修、家具加工等活动。

第三十二条 在公共卫生方面，重点治理下列破坏公共环境的不文明行为：

（一）乱扔垃圾，随地吐痰、便溺；

（二）随意涂写刻画、张挂物品、张贴宣传品等；

（三）驾驶或者乘坐机动车时，向车外抛物；

（四）擅自占用城镇道路、广场、桥梁、人行天桥、地下通道或者景区景点等公共场所堆放物品、设置广告、兜售经营等。

第三十三条 在公共安全方面，重点治理下列妨害公共安全的不文明行为：

（一）乘坐公共交通车辆时与司机攀谈、争吵，拉扯打骂司机；

（二）从建筑物或构筑物内向外抛掷物品；

（三）遛狗时未用牵引绳牵领大型犬只或者未给烈性犬佩戴嘴套。

第三十四条 在公共交通方面，重点治理下列影响公共交通的不文明行为：

（一）翻越道路隔离设施；

（二）在盲道、人行通道等非车辆停放场地停放车辆；

（三）自行车、助力车、电动车、三轮车等非机动车辆逆行、随意横穿机动车道；

（四）行人、非机动车闯红灯；

（五）违规使用远光灯。

第五章 实施与保障

第三十五条 市、县（市、区）人民政府应当建立文明行为促进工作考核评价制度，将文明城市创建工作纳入工作考核内容。

第三十六条 市、县（市、区）人民政府和有关部门应当加强下列设施设备的建设与管理：

（一）社会主义核心价值观主题景观等公益广告宣传设施；

（二）城市道路、人行天桥、地下通道、道路照明、环境卫生、雨污分流和污水排放系统等市政设施；

（三）交通、治安等涉及公共安全的电子监控设施设备；

（四）公共场所的盲道、坡道、第三卫生间等无障碍设施；

（五）大型商场、电影院等人员密集场所的急救设施设备；

（六）公园、广场等公共场所的休闲设施；

（七）交通标识、地名标志、公共设施指示牌、文明行为引导标识等；

（八）其他与文明行为促进工作相关的设施设备。

第三十七条 学校应当把社会主义核心价值观融入校园文化建设，制定校园文明行为规范，加强师德师风建设，开展文明行为教育和实践活动，提升学生文明素养，培育优良校风、教风、学风。

第三十八条 国家机关、企业事业单位、社会团体应当开展文明行为宣传教育活动，营造促进文明行为的社会氛围。

报刊、广播、电视、网络等新闻媒体应当引导文明行为舆论，通过多种形式宣传文明行为规范，报道模范先进事迹，依法曝光不文明行为。

公共场所、公共交通车辆等设置的广告，应当安排一定比例的文明行为公益广告。公园、广场、公共文化场所应当合理设置道德名人园、文明模范墙、善行义举榜等，纪念模范人物，宣传先进事迹。

第三十九条 公共场所经营管理单位、物业管理企业和业主委员会，应当对其管理的区域发生的不文明行为及时予以劝阻、制止。对不文明行为可以保留影像、照片等证据并向有关行政主管部门举报。

第四十条 市、县（市、区）人民政府应当建立统一的政务咨询投诉平台，设置投诉电话并向社会公布，将不文明行为投诉、举报工作纳入政务咨询投诉平台管理。

公民有权对不文明行为进行制止和劝阻，通过电话、信函、电子邮件等方式举报不文明行为。任何单位和个人不得以威胁、侮辱或者殴打等方式打击报复劝阻人、投诉人、举报人。

第六章 法律责任

第四十一条 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。

第四十二条 国家机关及其工作人员在文明行为促进工作中违反本条例规定，由其所在单位或者上级机关责令改正，通报批评；情节严重的，由有关机关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；构成犯罪的，依法追究刑事责任。

第四十三条 违反本条例第四十条第二款规定，以威胁、侮辱或者殴打等方式打击报复劝阻人、投诉人、举报人的，由公安机关按照《中华人民共和国治安管理处罚法》的有关规定予以处理；构成犯罪的，依法追究刑事责任。

第七章 附则

第四十四条 本条例自2020年10月1日起施行。