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**1.** ﻿

**2.**

**3.** 丽江市文明行为促进条例  
 Regulations on Promoting Civilized Behavior in Lijiang City

**4.**

**5.** （2020年6月23日丽江市第四届人民代表大会常务委员会第十六次会议通过 2020年7月29日云南省第十三届人民代表大会常务委员会第十九次会议批准）  
 (Passed by the 16th meeting of the Standing Committee of the Fourth People's Congress of Lijiang City on June 23, 2020, and approved by the 19th meeting of the Standing Committee of the 13th People's Congress of Yunnan Province on July 29, 2020)

**6.**

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**15.**

**16.** 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水平，根据有关法律法规，结合本市实际，制定本条例。  
 Article 1 In order to cultivate and practice the core values of socialism, guide and promote civilized behavior, and enhance citizens' civilized quality and social civilization level, these regulations are formulated based on relevant laws and regulations and in accordance with the actual situation of the city.

**17.** 第二条 本条例适用于本市行政区域内文明行为促进工作。  
 Article 2 These regulations apply to the work of promoting civilized behavior within the administrative region of the city.

**18.** 第三条 文明行为促进工作坚持以人为本、共建共享、倡导为主、重在养成、奖惩并举、统筹推进的原则，构建党委统一领导、政府组织实施、部门各负其责、社会协同推进、群众共同参与的工作格局。  
 Article 3 The work of promoting civilized behavior adheres to the principles of people-centered, co-construction and sharing, advocacy as the main focus, emphasis on development, a combination of rewards and punishments, and coordinated advancement, establishing a work pattern led by the Party Committee, organized by the government, with departments fulfilling their responsibilities, social cooperation, and public participation.

**19.** 第四条 市、县（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（区）精神文明建设指导委员会办事机构具体负责文明行为促进工作的规划计划、组织协调、检查考核、评估通报。  
 Article 4 The Spiritual Civilization Construction Guidance Committee of the city and counties (districts) coordinates the work of promoting civilized behavior within its administrative region. The working body of the committee is specifically responsible for the planning, organization, coordination, inspection, evaluation, and reporting of the work of promoting civilized behavior.

**20.** 第五条 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，所需经费列入本级财政预算，制定相关政策措施，推动文明行为促进工作与经济社会协调发展。  
 Article 5 The people's government of the city and counties (districts) shall incorporate the work of promoting civilized behavior into the national economic and social development plan, include the required funds in the financial budget at this level, formulate relevant policies and measures, and promote the coordinated development of the work of promoting civilized behavior with economic and social development.

**21.** 市、县（区）人民政府相关部门、乡（镇）人民政府、街道办事处应当按照各自职责做好文明行为促进工作。  
 Relevant departments of the municipal and county (district) people's governments, township (town) people's governments, and street offices should do a good job in promoting civilized behavior according to their respective responsibilities.

**22.** 村（居）民委员会应当加强文明行为的宣传引导，协助做好文明行为促进工作。  
 The village (community) committees should strengthen the publicity and guidance of civilized behavior and assist in promoting civilized behavior.

**23.** 第六条 文明行为促进是全社会的共同责任。  
 Article 6 Promoting civilized behavior is a common responsibility of the whole society.

**24.** 国家机关应当在文明行为促进工作中发挥示范作用。  
 State organs should play a demonstrative role in the work of promoting civilized behavior.

**25.** 企业事业单位、其他社会组织和公民应当积极参与文明行为促进工作。  
 Enterprises, public institutions, other social organizations, and citizens should actively participate in promoting civilized behavior.

**26.** 公职人员、先进模范人物、公众人物等应当在文明行为促进工作中发挥表率作用。  
 Public officials, advanced model figures, public figures, etc. should play a leading role in promoting civilized behavior.

**27.**

**28.** 第二章 倡导与鼓励  
 Chapter Two Advocacy and Encouragement

**29.**

**30.** 第七条 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，尊重公序良俗，遵守市民公约、村规民约、居民公约、行业准则以及其他文明规范，自觉养成良好文明习惯。  
 Article 7 Citizens should practice the core socialist values, promote the traditional virtues of the Chinese nation, respect social order and good customs, abide by citizen agreements, village regulations, resident agreements, industry standards, and other civilized norms, and consciously develop good civilized habits.

**31.** 第八条 倡导下列文明行为：  
 Article 8 The following civilized behaviors are advocated:

**32.** （一）等候服务依次排队，乘用电梯先出后进，上下楼梯靠右通行；  
 (1) Waiting for service in line, taking the elevator in order of exit before entry, and keeping to the right when using stairs;

**33.** （二）娱乐健身合理使用场地、设施、设备，在公共场所和公共交通工具内控制手机及其他电子设备音量、不大声喧哗；  
 (2) Reasonably using entertainment and fitness venues, facilities, and equipment, controlling the volume of mobile phones and other electronic devices in public places and on public transport, and not making loud noises;

**34.** （三）维护公共场所干净、整洁，不随地吐痰，不乱扔烟蒂、果皮、纸屑等垃圾；  
 (3) Maintaining cleanliness and tidiness in public places, not spitting, and not throwing cigarette butts, fruit peels, paper scraps, and other trash on the ground;

**35.** （四）分类投放垃圾，参与垃圾减量，减少垃圾生成，支持垃圾资源化利用；  
 (4) Sorting and disposing of garbage, participating in waste reduction, reducing garbage production, and supporting the resource utilization of waste;

**36.** （五）爱护水体、园林、绿地等公共环境和公共设施；  
 (5) Taking care of public environments and facilities such as water bodies, gardens, and green spaces;

**37.** （六）犬只出户由成人牵系、戴嘴套、主动避让行人，及时清除粪便，饲养宠物做好安全措施；  
 (6) When taking dogs out, adults should leash them, use muzzles, actively avoid pedestrians, timely remove excrement, and take safety measures when raising pets;

**38.** （七）在公共场所咳嗽、打喷嚏时遮掩口鼻，患有呼吸系统传染性疾病时自觉佩戴口罩；  
 (7) Covering the mouth and nose when coughing or sneezing in public places, and consciously wearing a mask when suffering from respiratory infectious diseases;

**39.** （八）自觉遵守公共场所禁烟规定，提倡不吸烟、不敬烟、不劝烟；  
 (8) Consciously observing no-smoking regulations in public places, advocating not smoking, not offering cigarettes, and not encouraging smoking;

**40.** （九）不在道路、居民区和其他公共区域焚烧、抛撒丧葬祭奠物品；  
 (9) Not burning or discarding funeral offerings on roads, in residential areas, and other public areas;

**41.** （十）守法诚信经营，明码标价，文明服务；  
 (10) Operate lawfully and with integrity, clearly price items, and provide civilized service;

**42.** （十一）尊重和配合医护人员工作，通过合法途径解决医疗纠纷，维护正常的医疗秩序；  
 (11) Respect and cooperate with the work of medical staff, resolve medical disputes through legal means, and maintain normal medical order;

**43.** （十二）维护网络文明，理性发表言论，自觉抵制网络暴力；  
 (12) Maintain online civility, express opinions rationally, and consciously resist online violence;

**44.** （十三）邻里之间团结互助，和睦共处，不干扰他人正常生活，不占用公共绿地、公共区域，文明解决矛盾纠纷；  
 (13) Foster unity and mutual assistance among neighbors, coexist harmoniously, do not disturb others' normal lives, do not occupy public green spaces or public areas, and resolve conflicts and disputes civilly;

**45.** （十四）尊老爱幼、夫妻和睦、勤俭持家，培养和传承良好家风。  
 (14) Respect the elderly and love the young, maintain harmony between spouses, live frugally, and cultivate and pass on good family traditions.

**46.** 第九条 提倡下列文明出行行为：  
 Article 9 Advocate the following civilized travel behaviors:

**47.** （一）乘坐公共交通工具先下后上，主动给老、弱、病、残、孕、幼和怀抱婴幼儿等需要照顾的乘客让座；  
 (1) When taking public transport, passengers should get off before getting on, and proactively give seats to the elderly, weak, sick, disabled, pregnant, young children, and those carrying infants and toddlers;

**48.** （二）驾驶机动车和非机动车主动让行应急车辆，行经斑马线礼让行人，低速通过积水路段，避免积水溅起妨碍他人；  
 (2) Motorists and non-motorists should yield to emergency vehicles, give way to pedestrians at crosswalks, drive slowly through flooded sections to avoid splashing water on others;

**49.** （三）车辆上下乘客规范停靠，不妨碍他人通行；  
 (3) Passengers should get on and off the vehicle at designated stops without obstructing others;

**50.** （四）车辆在规定区域有序停放；  
 (4) Vehicles should be parked orderly in designated areas;

**51.** （五）骑乘电动自行车佩戴安全头盔；  
 (5) Wear safety helmets while riding electric bicycles;

**52.** （六）文明使用共享交通工具。  
 (6) Use shared transportation tools civilizedly.

**53.** 第十条 提倡下列文明旅游行为：  
 Article 10 Advocate the following civilized tourism behaviors:

**54.** （一）尊重当地风俗习惯、民族文化和宗教信仰；  
 (1) Respect local customs and habits, ethnic cultures, and religious beliefs;

**55.** （二）爱护文物古迹、风景名胜等旅游资源；  
 (2) Protect cultural relics, ancient sites, and scenic spots as tourist resources;

**56.** （三）服从景区景点管理，遵守旅游活动中的安全警示规定。  
 (3) Comply with the management of scenic spots and adhere to safety warning regulations during tourist activities.

**57.** 第十一条 提倡下列文明健康、绿色环保生活方式：  
 Article 11 Advocate the following civilized, healthy, and environmentally friendly lifestyles:

**58.** （一）节约水、电、气等公共资源；  
 (1) Conserve public resources such as water, electricity, and gas;

**59.** （二）适量点餐，杜绝浪费，推行分餐制，使用公筷公勺；  
 (2) Order appropriate amounts of food, eliminate waste, promote share dining systems, and use communal chopsticks and spoons;

**60.** （三）革除滥食野生动物陋习；  
 (3) Abolish the bad habit of consuming wild animals;

**61.** （四）优先选择步行、骑车、乘坐公共交通工具出行；  
 (4) Prioritize walking, biking, and using public transportation for travel;

**62.** （五）文明节俭操办婚丧事宜，推进移风易俗。  
 (5) Handle marriages and funerals with civility and thrift, promoting the change of customs.

**63.** 第十二条 鼓励开展文明城市、文明村镇、文明单位、文明校园、文明家庭等群众性精神文明创建活动。  
 Article 12 Encourage the establishment of various mass spiritual civilization creation activities such as civilized cities, civilized villages and towns, civilized units, civilized campuses, and civilized families.

**64.** 第十三条 鼓励国家机关、企业事业单位以及其他社会组织将文明行为规范纳入职业规范要求，将文明行为培训纳入任职培训、岗位培训内容。  
 Article 13 Encourage state agencies, enterprises, and other social organizations to incorporate standards of civilized behavior into professional norms and to include training in civilized behavior in job training and post training content.

**65.** 第十四条 弘扬见义勇为精神，尊重和保护见义勇为人员， 完善见义勇为人员权益保障的政策措施，按照有关规定对见义勇为人员予以表彰和奖励。  
 Article 14 Promote the spirit of bravery in aiding others, respect and protect those who act bravely, improve policies and measures to safeguard the rights and interests of brave individuals, and honor and reward them according to relevant regulations.

**66.** 第十五条 鼓励和支持公民无偿献血，自愿捐献造血干细胞、人体器官（组织），依法保障捐献者本人及其配偶和直系亲属的合法权益。  
 Article 15 Encourage and support citizens to donate blood voluntarily, donate hematopoietic stem cells and human organs (tissues), and legally protect the rights and interests of the donors and their spouses and immediate relatives.

**67.** 第十六条 鼓励和支持单位、个人开展扶贫、济困、扶老、救孤、恤病、助残、优抚等慈善公益活动，依法保障慈善活动当事人的合法权益。  
 Article 16 Encourage and support organizations and individuals to carry out charity activities such as poverty alleviation, assistance for the needy, support for the elderly, orphan rescue, medical aid, assistance for the disabled, and preferential treatment for veterans, and legally protect the rights and interests of those involved in charitable activities.

**68.** 第十七条 鼓励和支持单位、个人依法参加志愿服务活动，为开展志愿服务提供场所和其他便利条件。  
 Article 17 Encourage and support organizations and individuals to participate in volunteer services in accordance with the law and to provide venues and other conveniences for volunteer service.

**69.** 依法支持和发展各类志愿服务组织，加强专业能力建设，拓宽志愿服务领域。  
 Support and develop various types of volunteer service organizations according to the law, strengthen professional capacity building, and broaden the scope of volunteer services.

**70.** 第十八条 鼓励国家机关、企业事业单位以及其他社会组织对外开放厕所、停车场，利用本单位场所、设施设立爱心服务点， 为环卫、园林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。  
 Article 18 Encourage state agencies, enterprises, and other social organizations to open public toilets and parking lots, use their places and facilities to establish love service points to provide convenient services such as drinking water, heated meals, and shelter from wind and rain for sanitation, landscaping, and other outdoor workers.

**71.**

**72.** 第三章 促进与保障  
 Chapter 3 Promote and Safeguard

**73.**

**74.** 第十九条 市、县（区）人民政府及其有关部门应当建立健全文明促进工作目标责任制、考核制度等工作制度和机制，配备相应工作力量，组织开展文明实践活动，提升全社会的文明意识，促进全社会文明行为习惯的养成。  
 Article 19 The people's governments of cities and counties (districts) and their relevant departments should establish and improve the responsibility system and assessment system for civilized promotion work, equip corresponding working forces, organize and carry out civilized practice activities, enhance the awareness of civilization in the whole society, and promote the development of civilized behavior habits in the whole society.

**75.** 第二十条 市、县（区）精神文明建设指导委员会和市、县（区）人民政府应当按照国家、省有关规定对文明行为及文明行为促进工作进行表彰奖励。  
 Article 20 The spiritual civilization construction guiding committee of the cities and counties (districts) and the people's governments of cities and counties (districts) should commend and reward civilized behavior and the promotion of civilized behavior according to national and provincial relevant regulations.

**76.** 第二十一条 市、县（区）人民政府及其有关部门应当科学规划、合理布局，建设完善下列公共服务设施：  
 Article 21 The people's governments of cities and counties (districts) and their relevant departments should scientifically plan and reasonably layout, and construct and improve the following public service facilities:

**77.** （一）道路、桥梁、人行横道、过街天桥、地下通道、照明、停车场、停车泊位等市政设施；  
 (1) Municipal facilities such as roads, bridges, pedestrian crossings, overpasses, underground passages, lighting, parking lots, and parking spaces;

**78.** （二）电子监控、信号灯、标志标线、公交站台、隔离设施等交通设施；  
 (2) Traffic facilities such as electronic monitoring, traffic signals, signs, bus stops, and isolation facilities;

**79.** （三）盲道、坡道、电梯、扶手等无障碍设施；  
 (3) Barrier-free facilities such as tactile paths, ramps, elevators, and handrails;

**80.** （四）体育场（馆）、图书馆、文化馆、博物院、爱国主义教育基地等公共文化体育设施；  
 (4) Public cultural and sports facilities such as stadiums (gyms), libraries, cultural centers, museums, and patriotic education bases;

**81.** （五）农贸市场、集市市场等生活设施；  
 (5) Agricultural trade markets, farmers' markets, and other living facilities;

**82.** （六）公园、广场、文化活动中心等休闲娱乐设施；  
 (6) Parks, squares, cultural activity centers, and other recreational facilities;

**83.** （七）公共厕所和垃圾分类投放、垃圾存放清运、污水收集处理等环卫设施；  
 (7) Public toilets and sanitation facilities such as waste sorting, waste storage and disposal, and sewage collection and treatment;

**84.** （八）居住小区、景区景点、公共厕所、街道、楼宇、门牌、应急避难场所、消防通道、禁烟等的标志设施；  
 (8) Signage facilities for residential communities, scenic spots, public toilets, streets, buildings, house numbers, emergency shelters, fire lanes, and no-smoking areas;

**85.** （九）公益广告栏、宣传栏、文明行为提示牌等宣传设施；  
 (9) Publicity facilities such as public service advertisement boards, bulletin boards, and signs promoting civilized behavior;

**86.** （十）其他与文明行为促进有关的保障设施。  
 (10) Other supporting facilities related to promoting civilized behavior.

**87.** 设施经营管理单位应当加强日常管理维护，保证设施完好、使用正常。  
 The facility management units shall strengthen daily management and maintenance to ensure the facilities are intact and functioning normally.

**88.** 第二十二条 市、县（区）人民政府及有关部门应当加强农村环境整治和保护，持续改善农村人居环境，加强农村公共服务体系建设。  
 Article 22 The people's government of the city and county (district) and relevant departments shall strengthen rural environmental remediation and protection, continuously improve the rural living environment, and enhance the construction of rural public service systems.

**89.** 第二十三条 机场、车站、码头、政务大厅、医疗机构、大型商场、娱乐场所、旅游景区等公共场所应当按照规定配备母婴室，配套建设公共厕所，设置无障碍厕位等便利设施，确保正常开放、整洁卫生。  
 Article 23 Public places such as airports, stations, docks, government service halls, medical institutions, large shopping malls, entertainment venues, and tourist attractions shall be equipped with maternal and infant rooms as required, and construct public toilets, set up accessible toilet stalls, and other convenient facilities to ensure normal opening and cleanliness.

**90.** 第二十四条 市、县（区）精神文明建设指导委员会，市、县（区）人民政府及其有关部门应当组织指导制定市民公约，指导和支持窗口单位、村（居）民委员会、行业协会、业主委员会等依法制定服务规范、村规民约、居民公约、行业协会章程、业主公约等自律自治规范。  
 Article 24 The guiding committee for the construction of spiritual civilization at the municipal and county (district) levels, the municipal and county (district) people's government, and their relevant departments shall organize and guide the formulation of a citizens' convention, and guide and support window units, village (community) committees, industry associations, property owner committees, etc., to formulate self-discipline and self-government norms such as service specifications, village regulations, residents' conventions, industry association charters, and property owner conventions in accordance with the law.

**91.** 窗口单位、村（居）民委员会、行业协会、业主委员会等制定服务规范、村规民约、居民公约、行业协会章程、业主公约， 应当对文明行为有关内容进行约定，督促成员共同遵守。  
 Window units, village (community) committees, industry associations, property owner committees, etc., which formulate service specifications, village regulations, residents' conventions, industry association charters, and property owner conventions, shall stipulate relevant content regarding civilized behavior and urge members to comply together.

**92.** 第二十五条 政务服务窗口单位、医疗机构、金融机构、景区管理机构、公共服务企业等应当发挥文明服务示范作用，合理设置服务网点和服务窗口，优化办事流程，推广网上预约、网上办理，提供便捷高效、文明礼貌的服务。  
 Article 25 Government service window units, medical institutions, financial institutions, scenic area management institutions, public service enterprises, etc., shall play a demonstration role in civilized service, reasonably set up service points and service windows, optimize handling processes, promote online reservations and online processing, and provide convenient, efficient, and polite services.

**93.** 第二十六条 市、县（区）人民政府教育行政部门和学校应当将文明行为培养贯穿教育教学过程，制定文明行为守则，加强师德师风建设，开展文明行为教育和实践活动，提升师生文明素养。  
 Article 26 The education administration departments of the municipal and county (district) people's governments and schools shall integrate the cultivation of civilized behavior throughout the education and teaching process, formulate codes of conduct for civilized behavior, strengthen the construction of teacher ethics, carry out education and practice activities for civilized behavior, and enhance the civilized quality of teachers and students.

**94.** 第二十七条 市、县（区）人民政府旅游主管部门应当加强行业监管，规范旅行社、导游、景点景区经营管理单位经营服务行为。  
 Article 27 The tourism authorities of the municipal and county (district) people's governments shall strengthen industry supervision and regulate the operational and service behaviors of travel agencies, tour guides, and scenic area management units.

**95.** 旅游经营者应当完善旅游设施设备，设置服务设施、游览导向、注意事项等醒目标识，加强巡查管理和客流调控，维护正常旅游秩序。  
 Tourism operators shall improve tourism facilities and equipment, set up service facilities, visitor guidance, precautions, etc., ensure clear signage, strengthen inspection management and visitor flow control, and maintain normal tourism order.

**96.** 旅行社、导游应当告知文明旅游的行为规范，引导旅游者健康、低碳、文明旅游。  
 Travel agencies and tour guides shall inform tourists about the norms of civilized tourism and guide them to engage in healthy, low-carbon, and civilized tourism.

**97.** 第二十八条 市人民政府可以根据本市文明行为促进工作实际，对需要列入重点治理的不文明行为，制定实施重点治理的清单，明确重点治理的时段和区域，并向社会公布，由市、县（区） 人民政府以及有关行政管理部门组织实施。  
 Article 28 The municipal government may formulate a list for key governance of uncivilized behavior that needs to be included in the focus based on the actual situation of promoting civilized behavior in the city, specify the periods and areas for key governance, and publicize it to society, to be organized and implemented by the municipal, county (district) people's governments and relevant administrative management departments.

**98.** 第二十九条 市、县（区）人民政府公安、卫生健康、文化和旅游、城市管理等部门应当健全联合执法机制，针对列入重点治理的不文明行为，开展联合执法、重点监管等工作，并将有关情况告知同级精神文明建设指导委员会。  
 Article 29 The public security, health and wellness, culture and tourism, urban management, and other departments of the municipal and county (district) people's governments shall improve the joint law enforcement mechanism, conduct joint law enforcement, key supervision, and other work targeting uncivilized behavior included in the key governance, and inform the same-level spiritual civilization construction guiding committee of relevant situations.

**99.** 第三十条 工会、共青团、妇联等群团组织应当根据各自章程规定，发挥自身优势，组织开展各具特色的文明行为促进活动。  
 Article 30 Trade unions, the Communist Youth League, women's federations, and other mass organizations shall perform their duties according to their respective constitutions, leverage their own advantages, and organize various distinctive activities to promote civilized behavior.

**100.** 第三十一条 报刊、广播、电视、网络等媒体应当宣传文明行为促进工作，传播文明行为，曝光不文明现象，刊播公益广告， 宣传先进典型，发挥榜样示范引领作用，营造全社会鼓励和促进文明行为的氛围。  
 Article 31 Media such as newspapers, radio, television, and the internet shall publicize the work of promoting civilized behavior, disseminate civilized behavior, expose uncivilized phenomena, publish public service advertisements, promote advanced models, play a leading role as a demonstration and guide, and create an environment in society that encourages and promotes civilized behavior.

**101.** 第三十二条 单位和个人有权对不文明行为进行劝阻、举报和投诉，对文明行为促进工作提出意见和建议，对不履行文明行为促进工作职责的情况予以反映。  
 Article 32: Units and individuals have the right to dissuade, report, and complain about uncivil behaviors, to offer opinions and suggestions on promoting civil behaviors, and to reflect on situations of failing to fulfill responsibilities in promoting civil behaviors.

**102.**

**103.** 第四章 法律责任  
 Chapter Four: Legal Responsibility

**104.**

**105.** 第三十三条 违反本条例规定的行为，法律、法规已有处罚规定的，从其规定。  
 Article 33: For behaviors that violate the provisions of these regulations, if there are penalties stipulated by laws and regulations, those provisions shall prevail.

**106.** 第三十四条 采取威胁、侮辱、殴打等方式打击报复劝阻人、举报人、投诉人的，由公安机关按照《中华人民共和国治安管理处罚法》的有关规定予以处罚。  
 Article 34: Any threats, insults, physical assaults, or other retaliatory actions against dissuaders, reporters, or complainants shall be punished by public security organs in accordance with relevant provisions of the "Law of the People's Republic of China on Public Security Administration Punishments."

**107.** 第三十五条 有关部门及其工作人员在文明行为促进工作中不履行、不正确履行本条例所规定的职责或者有其他玩忽职守、滥用职权、徇私舞弊行为的，依法给予处分。  
 Article 35: If relevant departments and their staff fail to perform or incorrectly perform the duties stipulated by these regulations during the promotion of civil behaviors, or have other neglect of duty, abuse of power, or malpractice, they shall be given disciplinary action in accordance with the law.

**108.**

**109.** 第五章 附 则  
 Chapter Five: Supplementary Provisions

**110.**

**111.** 第三十六条 本条例自2020年9月1日起施行。  
 Article 36: These regulations shall take effect on September 1, 2020.

**112.**

**113.**