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| Id | ZmY4MDgxODE3ZDI4MzdkMjAxN2QzNjUxNTE3MjNlZTE%3D |
| Title | 本溪市文明行为促进条例 |
| Office | 本溪市人民代表大会常务委员会 |
| Publish | 2021-10-15 00:00:00 |
| Expiry | 2022-01-01 00:00:00 |
| Type | 地方性法规 |
| Status | 1 |
| Url | ./detail2.html?ZmY4MDgxODE3ZDI4MzdkMjAxN2QzNjUxNTE3MjNlZTE%3D |
| Translated\_content | None |

**1.** ﻿

**2.**

**3.** 本溪市文明行为促进条例  
 Benxi City Civilized Behavior Promotion Regulations

**4.**

**5.** （2021年7月27日本溪市第十六届人民代表大会常务委员会第三十一次会议通过 2021年9月29日辽宁省第十三届人民代表大会常务委员会第二十八次会议批准）  
 (Passed by the 31st Session of the Standing Committee of the 16th People's Congress of Benxi City on July 27, 2021, approved by the 28th Session of the Standing Committee of the 13th People's Congress of Liaoning Province on September 29, 2021)

**6.**

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**15.**  第一章 总则  
 Chapter 1 General Provisions

**16.**

**17.** 第一条 为了培育和践行社会主义核心价值观，规范和促进文明行为，提升公民文明素养和社会文明程度，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 socialist values, standardize and promote civilized behavior, enhance citizens' civilized quality and the level of social civilization, this regulation is formulated based on relevant laws and regulations, combined with the actual situation of the city.

**18.** 第二条 本市行政区域内的文明行为促进工作，适用本条例。  
 Article 2 The work of promoting civilized behavior within the administrative region of this city shall apply to this regulation.

**19.** 本条例所称文明行为，是指遵守法律、法规规定，体现社会主义核心价值观，符合社会主义道德要求，维护公序良俗，引领社会风尚，推动新时代社会文明进步的行为。  
 The civilized behavior referred to in this regulation means behavior that abides by laws and regulations, reflects core socialist values, meets the moral requirements of socialism, maintains public order and good customs, leads social trends, and promotes the progress of social civilization in the new era.

**20.** 第三条 文明行为促进工作应当坚持党委领导、政府实施、社会共建、全民参与，坚持法治和德治相结合，坚持倡导为主、奖惩并举，形成共建、共治、共享的长效机制；应当与构建“三市四区”相符合，与全国文明城市创建相适应，弘扬本溪精神，增强公民文明意识，提升本溪文明形象。  
 Article 3 The work of promoting civilized behavior shall adhere to the leadership of the party committee, government implementation, social co-construction, and participation of all citizens; it shall adhere to the combination of rule of law and moral governance; it shall adhere to advocacy as the main focus and a combination of rewards and punishments, forming a long-term mechanism of co-construction, co-governance, and shared benefits; it shall be aligned with the construction of "three cities and four districts" and adapted to the creation of national civilized cities, promote the Benxi spirit, enhance citizens' awareness of civilization, and improve the civilized image of Benxi.

**21.** 第四条 市、县（区）精神文明建设指导委员会统一领导本行政区域内的文明行为促进工作。  
 Article 4: The municipal and county (district) civilization construction guidance committees shall uniformly lead the promotion of civilized behavior within their administrative regions.

**22.** 市、县（区）精神文明建设指导委员会办事机构具体负责本行政区域内文明行为促进工作的规划、计划、指导、协调、检查和考核。  
 The working bodies of the municipal and county (district) civilization construction guidance committees shall be responsible for the planning, guidance, coordination, inspection, and assessment of civilized behavior promotion work within their administrative regions.

**23.** 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及年度工作计划，所需经费列入同级财政预算。  
 Article 5: The municipal and county (district) people's governments shall incorporate the promotion of civilized behavior into the national economic and social development plans and annual work plans, and the required funds shall be included in the same-level financial budget.

**24.** 市、县（区）人民政府相关主管部门应当在各自职责范围内做好文明行为促进工作。  
 Relevant competent departments of the municipal and county (district) people's governments shall carry out promotion of civilized behavior within their respective responsibilities.

**25.** 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及办事机构要求，做好本辖区文明行为促进工作。  
 The township people's government and street offices shall carry out the promotion of civilized behavior in their jurisdictions as required by the higher-level people's governments and civilization construction guidance committees and their working bodies.

**26.** 村民委员会、居民委员会应当协助做好本辖区文明行为促进工作。  
 Village committees and resident committees shall assist in promoting civilized behavior in their jurisdictions.

**27.** 各级政府应当各司其职推动文明行为促进工作制度化、标准化、常态化。  
 Governments at all levels shall perform their respective duties to promote the institutionalization, standardization, and normalization of civilized behavior promotion work.

**28.** 第六条 文明行为促进工作是全社会的共同责任。单位和个人应当积极参与文明行为促进工作，推动形成良好社会风气。  
 Article 6: Promoting civilized behavior is a shared responsibility of the entire society. Units and individuals should actively participate in the promotion of civilized behavior to foster a good social atmosphere.

**29.** 国家机关工作人员、人大代表、政协委员、先进模范人物、社会公众人物、教育工作者等应当在文明行为促进工作中发挥表率和示范作用。  
 State agency staff, representatives of the National People's Congress, members of the Chinese People's Political Consultative Conference, advanced model figures, social public figures, educators, etc., should play a leading and exemplary role in promoting civilized behavior.

**30.**

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

**32.**

**33.** 第七条 公民应当遵守法律法规，尊重公序良俗，积极践行社会公德、职业道德、家庭美德、个人品德，自觉抵制不文明行为。  
 Article 7: Citizens should comply with laws and regulations, respect public order and good customs, actively practice social ethics, professional ethics, family virtues, personal morals, and consciously resist uncivilized behavior.

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

**35.** （一）爱护环境。树立生态立市发展理念，保护生态，低碳生活，垃圾分类投放，爱护花草树木；  
 (1) Protecting the environment. Establishing the concept of ecological city development, protecting ecology, living low-carbon lifestyles, sorting and disposing of garbage, and caring for flowers, trees, and plants;

**36.** （二）遵守公共秩序。公共场所着装整洁，言行文明，不影响他人。等候服务时依次排队，自觉遵守“一米线”。参加公共活动服从现场管理；  
 (2) Observing public order. Dressing neatly in public places, behaving politely, and not disturbing others. Queuing for services in order and consciously following the 'one-meter line.' Complying with site management during public events;

**37.** （三）维护公共卫生。爱护并合理使用环境卫生设施。文明如厕，保持公共厕所卫生。在非禁止吸烟场所吸烟时主动避开他人。在公共场所咳嗽、打喷嚏时遮掩口鼻，患有流行性感冒等传染性呼吸道疾病时佩戴口罩；  
 (3) Maintaining public hygiene. Taking care of and using environmental sanitation facilities properly. Using toilets civilizedly and keeping public restrooms clean. Actively avoiding others when smoking in non-prohibited areas. Covering mouth and nose when coughing or sneezing in public places, and wearing masks if suffering from influenza or other infectious respiratory diseases;

**38.** （四）文明出行。乘坐公共交通工具自觉排队，先下后上，主动为需要帮助者让座，爱护公共交通设施；行人应当按交通信号灯和交通警察指挥有序通行。驾驶机动车应当礼让行人、骑行非机动车注意避让行人，车辆停放规范有序，文明使用共享交通工具；  
 (4) Civilized travel. Queuing for public transportation, getting off before getting on, actively giving up seats for those in need, and taking care of public transportation facilities; pedestrians should pass in an orderly manner according to traffic lights and traffic police commands. Drivers of motor vehicles should yield to pedestrians, and cyclists should pay attention to avoiding pedestrians, with vehicles parked in a standardized and orderly manner, and using shared transportation tools in a civilized manner;

**39.** （五）文明旅游。遵守文明旅游规范，爱护景区环境，保护名胜古迹、珍贵文物、古树名木、地方保护树种和其他重要历史文化遗产，尊重当地风俗习惯、文化传统；  
 (5) Civilized tourism. Complying with civilized tourism norms, caring for scenic environments, protecting historical sites, precious cultural relics, ancient trees, local protected tree species, and other important historical and cultural heritage, and respecting local customs and cultural traditions;

**40.** （六）文明用餐。遵守餐桌礼仪，提倡使用公筷，合理消费，不铺张浪费，不酗酒,不在非用餐公共场所吃刺激性味道食物；  
 (6) Civilized dining. Observing table manners, advocating the use of public chopsticks, consuming reasonably, not being extravagant or wasteful, not drinking excessively, and not eating pungent foods in non-dining public places;

**41.** （七）文明就医。遵守医疗机构管理规定，尊重医务人员，配合开展诊疗活动，通过合法途径解决医疗纠纷，构建和谐医患关系；  
 (7) Civilized medical treatment. Abide by the management regulations of medical institutions, respect medical staff, cooperate in diagnosis and treatment activities, resolve medical disputes through legal means, and build a harmonious doctor-patient relationship;

**42.** （八）文明上网。使用互联网、微信、移动客户端等新媒体应当文明用语，尊重他人合法权利，提倡积极健康的网络文化，倡导理性表达、文明互动，拒绝网络暴力，不信谣、不传谣、不造谣；  
 (8) Civilized internet use. Use civilized language when using the internet, WeChat, mobile clients, and other new media, respect others' legal rights, advocate for a positive and healthy online culture, promote rational expression and civilized interaction, reject online violence, and avoid spreading rumors;

**43.** （九）文明施工。科学规范管理施工现场，维护市容环境卫生，采取降噪除尘措施，避免干扰周边人群的正常生产生活；  
 (9) Civilized construction. Scientifically and normatively manage construction sites, maintain city appearance and environmental sanitation, take noise and dust reduction measures to avoid disturbing the normal production and life of surrounding people;

**44.** （十）文明经商。诚信经营，文明服务，自觉履行约定和法定义务，保证商品和服务质量，保障消费者合法权益；  
 (10) Civilized business. Operate with honesty, provide civilized services, consciously fulfill agreements and legal obligations, ensure the quality of goods and services, and safeguard consumers' legitimate rights and interests;

**45.** （十一）文明持家。培育和传承良好家风，孝敬长辈、夫妻和睦、教子有方、勤俭节约、室内外环境整洁，争创文明家庭；  
 (11) Civilized family management. Cultivate and inherit good family virtues, show filial piety to elders, maintain harmony between couples, educate children effectively, practice thrift and frugality, keep indoor and outdoor environments tidy, and strive to create civilized families;

**46.** （十二）社区文明。邻里之间团结互助，和睦共处，不干扰他人正常生活，维护公共秩序，爱护公共设施，文明处理矛盾纠纷，按规定有序停车；  
 (12) Community civility. Neighbors should unite and help each other, coexist harmoniously, not disturb others' normal lives, maintain public order, cherish public facilities, handle conflicts and disputes in a civilized manner, and park vehicles in an orderly manner according to regulations;

**47.** （十三）校园文明。培育健康向上的校园文化，倡导青少年仪容端庄、礼貌友爱、尊敬师长、勤奋学习，自觉践行校园文明行为准则；  
 (13) Campus civility. Cultivate a healthy and upward campus culture, advocate for students to behave neatly, be polite and friendly, respect teachers, study diligently, and consciously practice the code of civilized behavior on campus;

**48.** （十四）文明婚丧嫁娶。移风易俗，不大操大办、攀比铺张。婚事从简，减轻人情负担。节俭办丧，节地生态安葬，以献花、植树、网上祭奠以及清扫墓碑、诵读祭文等方式开展文明祭祀；  
 (14) Civilized marriage, funerals, and weddings. Change customs, avoid extravagant ceremonies, simplify wedding affairs to reduce social burdens, manage funerals frugally, adopt eco-friendly burial methods, and conduct civilized sacrifices through flower offerings, tree planting, online memorials, cleaning tombstones, and reciting memorial texts;

**49.** （十五）文明绿色生活。节约使用水、电、油、气等资源，优先选择乘坐、使用公共交通工具，减少使用塑料袋、一次性餐具等一次性用品，减少废气、废水、固体废弃物等污染物排放。  
 (15) Civilized green living. Save water, electricity, oil, and gas resources, prioritize using public transportation, reduce the use of plastic bags, disposable tableware, and other single-use products, and minimize emissions of pollutants such as exhaust, wastewater, and solid waste.

**50.** 第九条 鼓励和支持下列文明行为：  
 Article 9 Encouragement and support for the following civilized behaviors:

**51.** （一）见义勇为，参加抢险救灾救人，依法制止违法犯罪行为；  
 (1) Be courageous in helping others, participate in rescue and disaster relief efforts, and legally stop illegal and criminal acts;

**52.** （二）无偿献血，捐献造血干细胞、人体器官（组织）、遗体；  
 (2) Volunteer blood donations, donate blood stem cells, human organs (tissues), and bodies;

**53.** （三）积极参与文化教育、生态环保、赛会服务、社会治理等志愿服务活动；  
 (3) Actively participate in volunteer service activities related to cultural education, ecological protection, event services, and social governance;

**54.** （四）积极参与扶贫、济困、扶老、助残、救孤、助学、赈灾、医疗救助等公益活动；  
 (4) Actively participate in public welfare activities such as poverty alleviation, assistance for the needy, support for the elderly, help for the disabled, care for orphans, scholarship programs, disaster relief, and medical assistance;

**55.** （五）拾金不昧，主动归还他人失物；  
 (5) Return lost items to their rightful owners;

**56.** （六）其他有益于社会文明和进步的行为。  
 (6) Other behaviors that benefit social civilization and progress.

**57.**

**58.**  第三章 约束与治理  
 Chapter 3 Constraints and Governance

**59.**

**60.** 第十条 重点治理下列不文明行为：  
 Article 10 Focus on governing the following uncivilized behaviors:

**61.** （一）随地吐痰、便溺，乱扔烟蒂、纸屑等垃圾，随意排放或者倾倒污水、污物，随意焚烧垃圾；  
 (1) Spitting and urinating in public places, discarding cigarette butts, paper scraps, and other litter, discharging or dumping sewage and waste randomly, and indiscriminately burning garbage;

**62.** （二）在禁止吸烟的场所（区域）内吸烟；  
 (2) Smoking in areas where smoking is prohibited;

**63.** （三）从建筑物或者车辆内向外抛洒物品；  
 (3) Throwing items out of buildings or vehicles;

**64.** （四）在公共绿地攀折花木，损坏花坛、草坪，刻划树木；  
 (4) Climbing or breaking flowers and trees in public green spaces, damaging flower beds and lawns, or carving on trees;

**65.** （五）在建筑物、楼道和人行道、树木、电线杆、户外管线及其他市政设施乱涂乱画或者非法张贴、挂置、发放商业性广告；  
 (5) Scribbling, illegal posting, hanging, or distributing commercial advertisements on buildings, hallways, sidewalks, trees, utility poles, outdoor pipelines, and other municipal facilities;

**66.** （六）市区内饲养鸡、鸭、鹅、猪、羊等家畜家禽；  
 (6) Raising poultry and livestock such as chickens, ducks, geese, pigs, and sheep in urban areas;

**67.** （七）携犬只等宠物外出不采取安全措施，违规携带宠物进入公共场所或乘坐公共交通工具，不及时清理宠物排泄物，随意遗弃宠物、抛弃宠物尸体；  
 (7) Taking pets like dogs outside without safety measures, illegally bringing pets into public places or on public transport, failing to clean up pet waste in a timely manner, and abandoning pets or pet carcasses;

**68.** （八）驾驶机动车强行超车、随意变道、急转、急停。行经人行横道或积水路段不减速行驶、不避让行人。机动车随意停放，阻碍其他车辆和行人正常通行；  
 (8) Driving a motor vehicle to forcefully overtake, change lanes at will, make sharp turns, or make sudden stops. Driving without reducing speed when passing pedestrian crossings or waterlogged sections and failing to yield to pedestrians. Parked motor vehicles randomly, obstructing normal passage for other vehicles and pedestrians;

**69.** （九）行人过马路不走人行横道、过街设施，乱穿马路、闯红灯、跨越交通隔离设施；  
 (9) Pedestrians not using crosswalks or street facilities when crossing roads, jaywalking, running red lights, or crossing traffic separation facilities;

**70.** （十）驾驶非机动车在人行道、人行横道、过街通道、广场、步行街区等路段骑行；驾驶非机动车闯红灯、逆行、违反规定在机动车道行驶；  
 (10) Riding non-motor vehicles on sidewalks, crosswalks, pedestrian passages, plazas, and pedestrian streets; running red lights, going against traffic, or violating regulations by riding on motor vehicle lanes;

**71.** （十一）出租车驾驶员非法揽客、拒载、甩客、加价、故意绕道行驶。未经乘客同意搭载其他人员；行车时，使用手机、对讲机等通讯设备，妨碍安全驾驶；  
 (11) Taxi drivers illegally soliciting passengers, refusing to take passengers, dropping passengers haphazardly, raising prices, or deliberately taking detours. Picking up other passengers without the consent of the original passenger; using mobile phones or radios while driving, obstructing safe driving;

**72.** （十二）在公共场所出入口或公用通道无故滞留，在建筑物内外公共区域堆放物品，搭建建筑物，妨碍正常通行。强占公共停车位，占用消防通道或公用道路，妨碍车辆通行；  
 (12) Lingering without reason in public entrances or common passages, stacking goods in public areas inside or outside buildings, building structures that obstruct normal passage. Occupying public parking spaces, blocking fire lanes or public roads, obstructing vehicle passage;

**73.** （十三）乘坐公共交通工具时滋扰驾驶员、乘务人员及其他乘客；  
 (13) Disturbing drivers, crew members, and other passengers while using public transportation;

**74.** （十四）在禁止区域内摆摊设点妨碍公共交通；擅自占用公共土地种植果蔬、晾晒物品；  
 (14) Setting up stalls in prohibited areas that obstruct public transportation; occupying public land to plant fruits and vegetables or to hang items for drying without authorization;

**75.** （十五）在禁止的时段和区域内露天烧烤食品或者为露天烧烤食品提供场地；  
 (15) Barbecuing food outdoors in prohibited periods and areas or providing venues for outdoor barbecues;

**76.** （十六）在居民区、街道、广场、公园等公共场所进行建筑施工、文化娱乐、体育运动、商业经营等活动时产生超标噪声、扬尘或者严重阻碍通行，干扰他人正常工作、生活和学习；  
 (16) Generating excessive noise, dust, or seriously obstructing passage during construction, cultural entertainment, sports activities, or commercial operations in residential areas, streets, squares, parks, and other public places, disturbing others’ normal work, life, and study;

**77.** （十七）在城市道路、广场、公园、居民小区等公共场所，焚烧冥纸、冥钞和在出殡途中抛撒纸钱、纸花；  
 (17) Burning paper money, paper flowers, and throwing paper money along the funeral route in public places such as urban roads, squares, parks, and residential communities;

**78.** （十八）在禁放区内燃放烟花爆竹；  
 (18) Setting off fireworks and firecrackers in no-fire zones;

**79.** （十九）利用网络发布和传播虚假信息、低俗淫秽暴力信息，诈骗及攻击、谩骂他人，违背公序良俗、损害他人合法权益；  
 (19) Using the internet to publish and spread false information, vulgar or violent information, committing fraud, attacking, or insulting others, violating public order and good customs, and infringing on others' legal rights;

**80.** （二十）法律、法规规定的其他不文明行为。  
 (20) Other uncivilized behaviors as stipulated by laws and regulations.

**81.** 第十一条 市精神文明建设指导委员会办事机构应当定期对全市文明促进工作进行评估，必要时提出需要重点治理的不文明行为清单，并向社会公布。  
 Article 11 The municipal spiritual civilization construction guidance committee's working body shall regularly evaluate the city's civilization promotion work, and when necessary, propose a list of uncivilized behaviors that require key governance and make it public.

**82.** 对于列入重点治理的不文明行为，市、县（区）人民政府有关部门应当建立综合整治工作机制，采取重点监管、联合执法等方式，有效遏制不文明行为的发生。  
 For the uncivilized behaviors included in the key governance list, relevant departments of the municipal and county (district) people's governments shall establish a comprehensive governance mechanism, adopt key supervision, joint law enforcement, and other means to effectively curb the occurrence of uncivilized behaviors.

**83.**

**84.**  第四章 促进与保障  
 Chapter Four Promotion and Guarantee

**85.**

**86.** 第十二条 每年9月20日为市文明行为促进日。  
 Article 12 September 20 of each year is designated as the Municipal Civilization Behavior Promotion Day.

**87.** 市精神文明建设指导委员会负责确立每年文明行为促进日主题。  
 The municipal spiritual civilization construction guidance committee is responsible for establishing the theme for the annual Civilization Behavior Promotion Day.

**88.** 第十三条 市、县（区）人民政府及精神文明建设指导委员会办事机构应当建立、健全文明行为促进目标责任制和考评制度，对相关责任单位实施文明行为促进工作的情况开展专项检查、考核。  
 Article 13 The municipal and county (district) people's governments and the working body of the spiritual civilization construction guidance committee shall establish and improve the responsibility system and evaluation system for civilization behavior promotion targets, and carry out special inspections and assessments of the implementation of civilization behavior promotion work by relevant responsible units.

**89.** 第十四条 市、县（区）人民政府有关部门应当按照职责做好下列文明行为促进工作：  
 Article 14 Relevant departments of the municipal and county (district) people's governments shall perform the following civilization behavior promotion work according to their responsibilities:

**90.** （一）财政部门应当在公共财政支出中统筹各类资金支持文明行为促进工作；  
 (1) The financial department shall coordinate various funds in public fiscal expenditure to support civilization behavior promotion work;

**91.** （二）公安机关交通管理部门应当加强道路交通管理和文明出行宣传，有效制止交通不文明行为；  
 (2) The traffic management department of the public security organ shall strengthen road traffic management and civilized travel publicity to effectively stop uncivilized traffic behaviors;

**92.** （三）交通运输部门应当加强对公共汽车、出租车等客运经营单位的监督管理，提高从业人员职业道德和文明素质，提升文明服务水平；  
 (3) The transportation department shall strengthen the supervision and management of passenger transport units such as buses and taxis, improve the professional ethics and civilized quality of practitioners, and enhance the level of civilized services;

**93.** （四）住房和城乡建设、生态环境、自然资源等部门，应当对损害市政基础设施、市容环境、生态环境、城乡绿化等不文明行为加强监管，及时有效制止；  
 (4) Departments such as housing and urban-rural development, ecological environment, and natural resources shall strengthen supervision over uncivilized behaviors that damage municipal infrastructure, urban appearance, ecological environment, and urban and rural greening, and promptly and effectively stop them;

**94.** （五）民政部门应当建立健全志愿服务登记注册、服务记录等机制，规范志愿服务管理。加强宣传引导，推进文明祭祀，规范殡仪服务；  
 (5) The civil affairs department shall establish and improve mechanisms for volunteer service registration, service records, etc., and standardize volunteer service management. Strengthen publicity and guidance, promote civilized memorial services, and standardize funeral services;

**95.** （六）文化广电和旅游部门应当加强公共文化服务，弘扬中华优秀传统文化和地域民俗文化，规范旅游经营者、旅游从业人员的经营服务行为，加强文明旅游宣传；  
 (6) The cultural, radio, and tourism departments shall strengthen public cultural services, promote excellent traditional Chinese culture and regional folk culture, standardize the business and service behaviors of tourism operators and practitioners, and strengthen civilized tourism publicity;

**96.** （七）农业农村部门应当组织推进农村移风易俗，推动文明乡风、淳朴民风、良好家风建设，提升农民精神风貌，提高乡村社会文明程度；  
 (7) The agriculture and rural affairs department shall organize and promote changes in rural customs, promote civilized rural customs, simple folk customs, and good family traditions, enhance the spiritual outlook of farmers, and improve the level of civilization in rural society;

**97.** （八）教育部门应当将文明行为规范纳入教育、教学内容，培养青少年文明行为习惯；  
 (8) The education department shall incorporate the norms of civilized behavior into education and teaching content to cultivate the civilized behavior habits of young people;

**98.** （九）卫生健康部门应当加强医疗行业文明建设，将文明行医纳入医疗管理工作规范，优化服务流程，改善医疗服务，维护公平有序就医环境；  
 (9) The health and wellness department shall strengthen the civilized construction of the medical industry, incorporate civilized medical practice into medical management norms, optimize service processes, improve medical services, and maintain a fair and orderly medical environment;

**99.** （十）发展改革、市场监管、金融监管、政法、税务等部门应当加强诚信宣传，引导公民诚实守信，推进全社会诚信建设；  
 (10) Departments such as development and reform, market supervision, financial regulation, political law, and taxation shall strengthen the promotion of integrity, guide citizens to be honest and trustworthy, and promote the construction of integrity in the whole society;

**100.** （十一）商务、营商环境建设等部门，应当将文明服务纳入行业服务标准，督促、指导有关单位开展具有行业特色的文明行为促进活动；  
 (11) Departments such as commerce and business environment construction shall incorporate civilized service into industry service standards, and supervise and guide relevant units to carry out civilization behavior promotion activities with industry characteristics;

**101.** （十二）互联网信息管理部门应当完善互联网信息管理和监督机制，加强对网络不文明行为的监管，推动网络文明建设。  
 The Internet information management department shall improve the management and supervision mechanism for Internet information, strengthen the supervision of uncivilized behavior online, and promote the construction of online civilization.

**102.** 第十五条 市、县（区）人民政府及有关部门应当完善下列公共服务设施：  
 Article 15 The people's government of the city and county (district) and relevant departments shall improve the following public service facilities:

**103.** （一）交通标志、标线、信号灯、监控系统、交通隔离设施等交通设施；  
 (1) Traffic facilities such as traffic signs, markings, traffic lights, surveillance systems, and traffic isolation facilities;

**104.** （二）人行横道、过街天桥、地下通道、绿化照明、停车位等市政设施；  
 (2) Municipal facilities such as pedestrian crossings, overpasses, underground passages, green lighting, and parking spaces;

**105.** （三）盲道、坡道、电梯等无障碍设施；  
 (3) Accessibility facilities such as blind paths, ramps, and elevators;

**106.** （四）公共厕所，垃圾、污水处理等环卫设施；  
 (4) Sanitation facilities such as public toilets and garbage and sewage treatment;

**107.** （五）体育场（馆）、图书馆、文化馆、美术馆、博物馆等公共体育文化设施；  
 (5) Public sports and cultural facilities such as stadiums (gyms), libraries, cultural centers, art galleries, and museums;

**108.** （六）公园、广场、影剧院等休闲娱乐设施；  
 (6) Leisure and entertainment facilities such as parks, squares, and theaters;

**109.** （七）居民小区、街道、楼宇、门牌等地名标识标志设施；  
 (7) Place name identification facilities such as residential communities, streets, buildings, and doorplates;

**110.** （八）公益广告栏、宣传栏，文明行为提示牌等广告宣传设施；  
 (8) Advertising and publicity facilities such as public service advertisement boards, promotional boards, and civilized behavior reminder signs;

**111.** （九）志愿服务站等志愿服务设施；  
 (9) Volunteer service facilities such as volunteer service stations;

**112.** （十）其他与文明行为促进有关的设施。  
 (10) Other facilities related to promoting civilized behavior.

**113.** 相关设施管理单位应当加强日常检查，保证设施完好、运行正常、整洁有序、干净卫生。　  
 Related facility management units shall strengthen daily inspections to ensure that the facilities are intact, operating normally, tidy and orderly, and hygienic.

**114.** 第十六条 承担文明行为促进工作职责的有关部门和单位，可以聘请文明行为劝导员、监督员，协助开展文明行为的宣传、引导和不文明行为的劝阻工作。  
 Article 16 Departments and units responsible for promoting civilized behavior can hire civilized behavior mediators and supervisors to assist in the publicity and guidance of civilized behavior and the discouragement of uncivilized behavior.

**115.** 第十七条 车站、医疗机构、大型商场、娱乐场所等公共场所，应当逐步设置独立的母婴室和方便残疾人、儿童及行动不便者使用的厕位以及亲子共用厕位。  
 Article 17 Public places such as stations, medical institutions, large shopping malls, and entertainment venues should gradually set up independent mother-baby rooms and restrooms convenient for use by disabled persons, children, and persons with limited mobility, as well as shared restrooms for parents and children.

**116.** 第十八条 市、县（区）人民政府及有关部门、各类服务机构等，应当完善办事流程，简化办事程序，推进网上预约、网上办理等信息化、大数据技术应用，提供便捷高效服务。  
 Article 18 The people's government of the city and county (district), relevant departments, and various service institutions shall improve business processes, simplify procedures, promote online reservations and online handling, and apply information technology and big data technology to provide convenient and efficient services.

**117.** 第十九条 居民委员会、村民委员会、社会组织，应当在居民公约、村规民约、行业服务规范中对文明行为相关内容进行约定。  
 Article 19 Residents' committees, villagers' committees, and social organizations shall specify relevant content regarding civilized behavior in residents' agreements, village regulations, and industry service norms.

**118.** 第二十条 国家机关、企业事业单位、社会团体应当将文明行为规范纳入本单位职业规范要求，并将文明行为培训纳入本单位入职培训、岗位培训内容。  
 Article 20 State organs, enterprises and public institutions, and social organizations shall incorporate the norms of civilized behavior into the professional standards of their units and include training on civilized behavior in the onboarding and job training of their units.

**119.** 第二十一条 报纸、广播、电视、网络等媒体应当积极宣传文明行为规范，倡导文明理念，刊播公益广告，褒扬和宣传文明行为。  
 Article 21 Media such as newspapers, radio, television, and the Internet shall actively promote the norms of civilized behavior, advocate civilized concepts, publish public service advertisements, and commend and promote civilized behavior.

**120.** 公共场所的广告设施和公共交通工具的广告媒介应当设置一定比例的公益广告，加强文明行为宣传。  
 Advertising facilities in public places and advertising media on public transportation should allocate a certain percentage for public service advertisements to enhance the promotion of civilized behavior.

**121.** 第二十二条 市、县（区）人民政府应当组织开展文明城市、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，建立健全文明行为表彰奖励制度。  
 Article 22 The people's governments of cities and counties (districts) shall organize and carry out mass spiritual civilization creation activities such as civilized cities, civilized towns and villages, civilized units, civilized families, and civilized campuses, and establish a sound system for commendation and rewards for civilized behaviors.

**122.** 鼓励国家机关、企业事业单位、社会团体积极参加文明创建活动。  
 Encourage state organs, enterprises, public institutions, and social organizations to actively participate in civilization creation activities.

**123.** 第二十三条 县（区）精神文明建设指导委员会应当建立健全道德模范、本溪好人等先进人物的举荐、评选、表彰奖励、帮扶礼遇等机制，广泛宣传先进人物的先进事迹和突出贡献，树立鲜明的时代价值取向。  
 Article 23 The county (district) spiritual civilization construction guiding committee shall establish a sound mechanism for recommending, selecting, commending and rewarding moral models and ‘Benshan Good People’, and provide assistance and preferential treatment, widely publicizing the advanced deeds and outstanding contributions of these figures to establish a clear orientation of contemporary values.

**124.** 鼓励国家机关、企业事业单位、社会组织对本单位职工的文明行为进行表彰、奖励。  
 Encourage state organs, enterprises, public institutions, and social organizations to commend and reward the civilized behavior of their employees.

**125.** 第二十四条 市、县（区）人民政府应当建立志愿服务激励和保障机制，维护志愿者和志愿服务组织的合法权益，并依照有关规定对表现突出的个人和组织给予表彰奖励。  
 Article 24 The people's governments of cities and counties (districts) shall establish incentives and guarantee mechanisms for volunteer services, safeguard the legitimate rights and interests of volunteers and volunteer service organizations, and commend and reward individuals and organizations that perform outstandingly according to relevant regulations.

**126.** 市、县（区）人民政府可以通过政府采购的方式，将部分公共服务事项和政府履行职责所需要的服务事项依法委托给志愿服务组织承担。  
 The people's governments of cities and counties (districts) may entrust some public service matters and the necessary services for government duties to volunteer service organizations through government procurement in accordance with the law.

**127.** 第二十五条 对见义勇为和紧急现场救护中表现突出的人员，相关部门应当给予表彰奖励。见义勇为人员及其近亲属依法享受相关权益保护。  
 Article 25 Relevant departments shall commend and reward individuals who perform outstandingly in acts of heroism and emergency rescue at the scene. Heroic individuals and their close relatives shall enjoy protection of relevant rights and interests according to law.

**128.** 第二十六条 无偿献血，捐献造血干细胞、人体器官（组织）、遗体的，本人及其配偶、直系亲属在临床用血、人体器官（组织）移植等方面，可以依法获得优先或者优惠待遇。  
 Article 26 Those who donate blood, hematopoietic stem cells, human organs (tissues), or bodies shall, along with their spouses and immediate relatives, receive priority or preferential treatment in terms of clinical blood use, human organ (tissue) transplantation, etc., in accordance with the law.

**129.** 第二十七条 市精神文明建设指导委员会办事机构会同新闻媒体及有关部门设立不文明行为曝光平台，对社会反响强烈、群众反映集中、造成恶劣社会影响的不文明行为依法予以曝光。  
 Article 27 The office of the city spiritual civilization construction guiding committee, together with news media and relevant departments, shall establish a platform for exposing uncivilized behavior and shall legally expose uncivilized behaviors that have strong social reactions, concentrated public complaints, and cause serious social impacts.

**130.** 第二十八条 单位和个人有权对文明行为促进工作提出意见和建议，对不文明行为进行劝阻、举报，对相关部门、单位不履行工作职责的情况予以投诉、反映。  
 Article 28 Units and individuals have the right to offer opinions and suggestions on the promotion of civilized behavior, to discourage and report uncivilized behavior, and to lodge complaints or reports regarding the failure of relevant departments and units to fulfill their responsibilities.

**131.** 鼓励对不文明行为进行劝阻、举报。执法部门应当及时受理举报，依法查处违法行为，并将处理结果告知举报人。  
 Encourage the discouragement and reporting of uncivilized behavior. Law enforcement departments shall promptly accept reports, investigate and deal with illegal behaviors according to law, and inform reporters of the handling results.

**132.**

**133.**  第五章 法律责任  
 Chapter Five Legal Responsibilities

**134.**

**135.** 第二十九条 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 29 For behaviors that violate the provisions of these regulations, if there are existing punishment provisions in laws and regulations, those provisions shall prevail.

**136.** 行政执法部门作出的处罚决定，作为当事人个人信用信息予以记录。  
 Any punishment decision made by administrative law enforcement departments shall be recorded as part of the individual's credit information.

**137.** 第三十条 因不文明行为受到罚款处罚的，行为人可以申请参加社会服务。经有关主管部门同意并完成相应社会服务的，可以依法减免罚款金额。  
 Article 30 Individuals fined for uncivilized behavior may apply to participate in social service. With the consent of relevant competent departments and upon completion of the corresponding social service, the fine amount may be reduced or exempted according to law.

**138.** 第三十一条 国家机关及其工作人员在文明行为促进工作中有下列行为之一的，由其上级主管部门或者所在单位责令改正，通报批评；情节严重的，对直接负责的主管人员和其他直接责任人员给予处分：  
 Article 31 If state organs and their staff engage in any of the following behaviors in the work of promoting civilized behavior, their superior departments or the units they belong to shall order them to make corrections and issue a critical notice; in severe cases, the directly responsible supervisory personnel and other directly responsible persons shall be penalized:

**139.** （一）对有关设施、场所疏于规划、建设、管理、维护，致使供给严重不足、设施严重残缺或者丧失功能的;  
 (1) Neglecting the planning, construction, management, and maintenance of relevant facilities and places, resulting in a serious shortfall in supply, severely damaged facilities, or loss of functionality;

**140.** （二）未依法及时受理投诉举报或者未及时调查、处理的;  
 (2) Failing to timely accept complaints and reports or failing to promptly investigate and handle them according to law;

**141.** （三）未依法实施监督管理的;  
 (3) Not implementing supervision and management in accordance with the law;

**142.** （四）推进本辖区、本行业文明行为促进工作明显不力的;  
 (4) Clearly ineffective in promoting civilized behavior within its jurisdiction or industry;

**143.** （五）其他不履行或者不正确履行职责的行为。  
 (5) Other behaviors that fail to perform or incorrectly perform duties.

**144.**

**145.**  第六章 附则  
 Chapter Six Supplementary Provisions

**146.**

**147.** 第三十二条 本条例自2022年1月1日起施行。  
 Article 32 These regulations shall take effect from January 1, 2022.

**148.**

**149.**

**150.**

**151.**

**152.**

**153.**