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| Id | ZmY4MDgwODE3NTI2NWRkNDAxNzVmNDE1M2E0NTFhZmE%3D |
| Title | 清远市文明行为促进条例 |
| Office | 清远市人民代表大会常务委员会 |
| Publish | 2020-10-19 00:00:00 |
| Expiry | 2020-11-01 00:00:00 |
| Type | 地方性法规 |
| Status | 1 |
| Url | ./detail2.html?ZmY4MDgwODE3NTI2NWRkNDAxNzVmNDE1M2E0NTFhZmE%3D |
| Translated\_content | None |

**1.** ﻿清远市文明行为促进条例  
 Qingyuan City Civilized Behavior Promotion Regulations

**2.**

**3.** （2020年8月24日清远市第七届人民代表大会常务委员会第四十次会议通过 2020年9月29日广东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）  
 (Adopted on August 24, 2020, by the 40th meeting of the Standing Committee of the 7th People's Congress of Qingyuan City, and approved on September 29, 2020, by the 25th meeting of the Standing Committee of the 13th People's Congress of Guangdong Province)

**4.**

**5.** 第一章 总 则  
 Chapter 1 General Principles

**6.**

**7.**  第一条 为了培育和践行社会主义核心价值观，促进文明行为，提升公民文明素养和社会文明程度，根据相关法律、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, promote civilized behavior, and enhance the civic civilization quality and social civilization level, this regulation is formulated based on relevant laws and regulations and in line with the actual situation of the city.

**8.** 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 This regulation applies to the promotion of civilized behavior within the administrative area of the city.

**9.**  第三条 文明行为促进工作应当坚持党委领导、政府主导、社会参与、个人自律、奖惩并行的原则，发挥公民主体作用，建立共建、共治、共享的长效机制。  
 Article 3 The promotion of civilized behavior should adhere to the principles of party leadership, government guidance, social participation, individual self-discipline, and simultaneous rewards and punishments, giving full play to the主体作用 of citizens and establishing a long-term mechanism of co-construction, co-governance, and sharing.

**10.** 第四条 公民应当践行社会主义核心价值观，弘扬中华民族传统美德，加强社会公德、职业道德、家庭美德、个人品德修养，遵守法律法规、公序良俗和文明行为规范，自觉抵制不文明行为。  
 Article 4 Citizens should practice the core socialist values, promote the traditional virtues of the Chinese nation, strengthen social ethics, professional ethics, family virtues, and personal moral cultivation, comply with laws and regulations, social customs, and civilized behavior norms, and consciously resist uncivilized behavior.

**11.** 鼓励公民自觉遵守“清远文明十二条”“清远绿色生活十二条”“清远乡村文明十二条”等文明公约，参与文明行为促进工作。  
 Encourage citizens to consciously observe the 'Twelve Guidelines for Civilized Qingyuan', 'Twelve Guidelines for Green Living in Qingyuan', and 'Twelve Guidelines for Civilized Villages in Qingyuan' and participate in the promotion of civilized behavior.

**12.** 第五条 国家机关、企业事业单位、人民团体、村民委员会、居民委员会和其他社会组织，应当支持、参与、规范和引导文明行为促进工作。  
 Article 5 National organs, enterprises and public institutions, people's organizations, village committees, residential committees, and other social organizations should support, participate in, regulate, and guide the promotion of civilized behavior.

**13.** 公职人员、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。  
 Public officials and public figures should play a leading and exemplary role in promoting civilized behavior.

**14.**

**15.** 第二章 规范与治理  
 Chapter 2 Norms and Governance

**16.**

**17.**  第六条 公民应当自觉遵守下列文明行为规范：  
 Article 6 Citizens should consciously observe the following civilized behavior norms:

**18.**  （一）衣着得体、举止端庄，在公共场所不大声喧哗、不采摘花果、不攀折树木、不损坏绿地，在非禁止吸烟场所吸烟合理避让他人；  
 (1) Dress appropriately, behave decently, refrain from shouting loudly in public places, do not pick flowers or fruits, do not climb or break trees, do not damage green spaces, and smoke in designated areas while reasonably avoiding others;

**19.**  （二）保持个人卫生，文明如厕，维护公共环境整洁干净，不在公共区域内焚烧、抛撒丧葬祭奠物品，患有传染病时如实提供情况、配合检验和隔离治疗；  
 (2) Maintain personal hygiene, use restrooms civilly, maintain cleanliness in public environments, do not burn or throw funeral offerings in public areas, provide truthful information and cooperate with inspections and quarantine treatment when suffering from infectious diseases;

**20.** （三）节约粮食、水、电、气等资源，养成珍惜食物反对浪费的用餐习惯，不剩菜、不剩饭或者剩食打包；  
 (3) Save resources such as food, water, electricity, and gas, cultivate a dining habit of cherishing food and opposing waste, and avoid leaving food behind or ensure leftovers are packed.

**21.** （四）乘坐公共交通工具先下后上，主动为老、弱、病、残、孕妇及怀抱婴儿的乘客让座，乘坐电梯先出后进，上下楼梯靠右侧通行，等候服务依次排队；  
 (4) When taking public transportation, passengers should get off first and then get on, actively giving up seats for the elderly, weak, sick, disabled, pregnant women, and passengers holding infants. When using elevators, passengers should exit before entering; when going up and down stairs, keep to the right. Wait for services in an orderly queue.

**22.**  （五）车辆、行人各行其道，驾驶机动车礼让行人，规范使用灯光和喇叭，不占用无障碍设施，爱护互联网租赁车辆，规范有序使用和停放车辆；  
 (5) Vehicles and pedestrians should stay in their respective lanes. Motor vehicle drivers should yield to pedestrians, use lights and horns in a regulated manner, not occupy facilities for the disabled, take care of internet rental vehicles, and use and park vehicles in an orderly manner.

**23.**  （六）遵守文明旅游公约，尊重当地历史文化传统、风俗习惯、宗教信仰和礼仪禁忌；爱护文物古迹以及其他重要历史文化遗产，不刻划、涂画、张贴、攀爬；  
 (6) Abide by the civil tourism guidelines, respect local historical and cultural traditions, customs, religious beliefs, and etiquette taboos; protect cultural relics and sites as well as other important historical and cultural heritage, without carving, painting, posting, or climbing.

**24.** （七）尊重医务人员和医学规律，遵守医疗秩序，保持诊疗场所的整洁和安静，不随意丢弃医疗废弃物，通过合法途径处理医疗纠纷；  
 (7) Respect medical staff and medical regulations, adhere to medical order, maintain cleanliness and quiet in medical treatment areas, do not casually discard medical waste, and resolve medical disputes through legal channels.

**25.** （八）拒绝网络暴力，自觉抵制网络谣言和不良信息，不造谣、不信谣、不传谣，自觉维护网络安全和网络秩序；  
 (8) Refuse online violence, consciously resist online rumors and harmful information, do not spread, believe, or pass on rumors, and voluntarily maintain network safety and order.

**26.**  （九）观看电影或者演出时，遵守观演礼仪，不影响他人观演；观看体育比赛时，不起哄、不喝倒彩、不向场内抛掷物品；  
 (9) When watching movies or performances, observe performance etiquette and do not disrupt others' viewing; when attending sports events, do not cheer wildly, boo, or throw items into the venue.

**27.**  （十）诚信经营，不误导或者强制消费者交易，不销售假冒伪劣商品，不泄露顾客个人信息，不使用高音喇叭或者其他发出高噪声的方法招揽顾客；  
 (10) Operate business with integrity, do not mislead or coerce consumers into transactions, do not sell counterfeit or inferior goods, do not disclose customer personal information, and do not use loudspeakers or other noisy methods to attract customers.

**28.**  （十一）进行道路、工地施工和房屋装修等活动，合理控制噪声、粉尘以及施工时间，合理设置作业面，避免影响他人正常生产生活；  
 (11) When conducting roadwork, construction, or house renovations, control noise, dust, and construction time reasonably, set up working areas appropriately to avoid impacting others' normal production and life.

**29.**  （十二）邻里和睦相处，团结互助，爱护公共环境，爱惜公共设施，自觉控制室内活动噪音，安全卫生饲养宠物，在阳台、露台种植、浇灌花木时不影响他人；  
 (12) Neighborly coexistence, unity and mutual assistance, protect the public environment, cherish public facilities, consciously control indoor noise, safely and hygienically raise pets, and when planting or watering flowers on balconies or terraces, do not disturb others.

**30.**  （十三）移风易俗，不称恶称霸，不欺负老弱，不参与色情、赌博、吸毒、封建迷信和邪教、非法宗教等活动；  
 (13) Change customs for the better, do not bully the elderly and weak, and do not participate in pornography, gambling, drug use, feudal superstitions, cults, or illegal religious activities.

**31.**  （十四）勤俭持家，尊老爱幼，男女平等，家庭和睦，不遗弃、虐待家庭成员；  
 (14) Be frugal in household management, respect the elderly and love the young, promote gender equality, maintain family harmony, and do not abandon or abuse family members.

**32.** （十五）教师热爱学生，尊重学生人格，遵守教师职业行为准则；学生尊敬师长，团结友爱，礼貌待人；  
 (15) Teachers love students, respect students' personalities, and abide by the teacher's professional conduct code; students respect elders, unite in friendship, and treat others with courtesy.

**33.** （十六）法律法规规定的其他文明行为。   
 (16) Other civilized behaviors prescribed by laws and regulations.

**34.**  第七条 倡导下列弘扬社会正气的文明行为：  
 Article 7 advocates the following civilized behaviors that promote social righteousness:

**35.**  （一）拾金不昧，主动归还他人失物；  
 (1) Return lost items to their owners without keeping them.

**36.** （二）参加志愿服务组织，参与文化教育、公共卫生、生态环保、赛会服务以及劝导不文明行为等志愿服务活动；  
 (2) Participate in volunteer service organizations and engage in volunteer activities related to cultural education, public health, ecological protection, event services, and advising against uncivil behavior.

**37.** （三）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；  
 (3) Participate in public welfare activities such as poverty alleviation, helping the needy, aiding the elderly, assisting the disabled, providing care for orphans, supporting education, disaster relief, and medical assistance.

**38.** （四）采取适当、有效方式实施见义勇为行为；  
 (4) Implement acts of heroism in appropriate and effective ways.

**39.** （五）无偿献血，自愿捐献造血干细胞、人体组织或者器官、遗体；  
 (5) Donate blood voluntarily and willingly contribute hematopoietic stem cells, human tissue or organs, or corpses.

**40.** （六）守望相助，互相关爱，为他人提供力所能及的帮助；  
 (6) Provide mutual help and care, offering assistance within one's capacity to others.

**41.** （七）其他弘扬社会正气的文明行为。  
 (7) Other civilized behaviors that promote social virtues.

**42.** 倡导向雷锋、向秀丽等英雄模范学习，传承、弘扬英雄模范精神。  
 Advocate learning from heroes and role models such as Lei Feng and Xiu Li, and carry forward the spirit of heroism.

**43.** 第八条 倡导下列卫生健康、绿色低碳的文明行为：  
 Article 8 Advocates the following hygiene, health, green, and low-carbon civilized behaviors:

**44.** （一）讲究饮食卫生，聚餐时使用公筷公勺、双筷双勺，或者实行分餐制；  
 (1) Pay attention to food hygiene, use public chopsticks and spoons when dining together, or implement a separate meal system;

**45.** （二）不吸烟、不酗酒，不强行劝烟劝酒；  
 (2) Do not smoke or drink excessively, and do not force others to smoke or drink;

**46.** （三）在日常消费中选购绿色、环保、可循环产品，减少使用塑料袋和一次性制品；  
 (3) Choose green, environmentally friendly, and recyclable products in daily consumption, reduce the use of plastic bags and disposable products;

**47.** （四）优先选择步行、骑自行车或者乘坐公共交通工具出行；  
 (4) Prefer walking, riding a bicycle, or using public transportation for travel;

**48.** （五）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；  
 (5) Cover your mouth and nose when coughing or sneezing in public places, and wear a mask when suffering from infectious respiratory diseases like influenza;

**49.** （六）文明节俭操办婚贺祭丧等红白喜事；  
 (6) Handle weddings, celebrations, and funerals in a civilized and frugal manner;

**50.** （七）参与全民阅读，建设“书香清远”；  
 (7) Participate in nationwide reading to build a "Book Fragrance Qingyuan";

**51.** （八）其他卫生健康、绿色低碳的文明行为。  
 (8) Other hygiene, health, green, and low-carbon civilized behaviors.

**52.** 第九条 重点治理下列不文明行为：  
 Article 9 Key governance of the following uncivilized behaviors:

**53.** （一）随地吐痰、便溺；  
 (1) Spitting and urinating in public places;

**54.** （二）乱扔瓜果皮核、纸屑、烟蒂、口香糖、塑料等废弃物；  
 (2) Throwing fruit peels, paper scraps, cigarette butts, chewing gum, plastic, and other waste indiscriminately;

**55.** （三）乱倒污水、垃圾、粪便；  
 (3) Disposing of sewage, garbage, and feces indiscriminately;

**56.** （四）不按规定分类、投放生活垃圾；  
 (4) Not sorting and disposing of household garbage according to regulations;

**57.** （五）在禁止吸烟场所、区域和公共交通工具内吸烟；  
 (5) Smoking in prohibited smoking areas and public transportation;

**58.** （六）从建筑物中、行驶中的机动车内向外抛掷物品；  
 (6) Throwing objects from buildings or moving vehicles;

**59.** （七）在建筑物、楼道、电梯、电线杆、候车亭及其他户外设施上乱涂、乱画、乱贴、乱刻、乱挂；  
 (7) Scribbling, painting, sticking, carving, or hanging indiscriminately on buildings, hallways, elevators, utility poles, bus stops, and other outdoor facilities;

**60.** （八）在街道、广场、公园等公共场所组织娱乐、健身、集会活动，使用音响器材产生噪音干扰他人正常生产生活；  
 (8) Organizing entertainment, fitness, and gathering activities in public places such as streets, squares, and parks, and using sound equipment to create noise that disrupts others' normal production and life;

**61.** （九）行人不按照交通信号指示通行，横过道路不走人行横道或者过街设施，跨越、倚坐道路隔离设施；  
 (9) Pedestrians do not follow traffic signal instructions, cross the road without using pedestrian crossings or overpass facilities, and climb over or lean on road isolation facilities;

**62.** （十）驾乘电动自行车不佩戴安全头盔；  
 (10) Riding electric bicycles without wearing safety helmets;

**63.** （十一）占用、堵塞、封闭消防通道；  
 (11) Occupying, blocking, or closing fire lanes;

**64.** （十二）发送淫秽、侮辱、恐吓或者其他信息，干扰他人正常生活；  
 (12) Sending obscene, insulting, threatening, or other information that disrupts the normal lives of others;

**65.** （十三）非法食用、买卖野生动物及其制品；  
 (13) Illegally consuming, buying, or selling wild animals and their products;

**66.** （十四）在禁止区域内露天焚烧秸秆、燃放烟花爆竹；  
 (14) Burning straw in open air and setting off fireworks in prohibited areas;

**67.** （十五）在城市建成区内饲养烈性犬只，在城市道路、公共场所遛放犬只不束带牵引、不及时清理排泄物；  
 (15) Raising aggressive dog breeds in urban built areas, and walking dogs in urban roads and public places without leashes or not cleaning up after them in a timely manner;

**68.** （十六）其他需要重点治理的不文明行为。  
 (16) Other uncivilized behaviors that need to be重点治理.

**69.**

**70.** 第三章 管理与监督  
 Chapter Three Management and Supervision

**71.**

**72.** 第十条 市、县（市、区）精神文明建设指导机构负责指导、协调、监督、检查本行政区域内文明行为促进工作，组织开展宣传、表彰以及其他文明行为促进工作。  
 Article 10 The city's and county's (cities, districts) spiritual civilization construction guiding institutions are responsible for guiding, coordinating, supervising, and inspecting the promotion of civilized behavior in this administrative area, and organizing publicity, commendation, and other civilized behavior promotion work.

**73.** 市、县（市、区）精神文明建设指导机构的办事机构负责以下工作：  
 The administrative institutions of the city's and county's (cities, districts) spiritual civilization construction guiding institutions are responsible for the following work:

**74.** （一）将文明行为促进工作纳入群众性精神文明创建活动和年度工作目标责任考核；  
 (1) Incorporating the promotion of civilized behavior into mass spiritual civilization creation activities and annual work target responsibility assessments;

**75.** （二）评估本行政区域文明行为促进工作情况，推广文明行为促进工作先进经验；  
 (2) Assessing the promotion of civilized behavior in this administrative area and promoting advanced experiences in civilized behavior promotion work;

**76.** （三）通过开展各类文化活动，宣传文明行为规范；  
 (3) Promoting the norms of civilized behavior through various cultural activities;

**77.** （四）评选表彰文明行为促进工作先进典型；  
 (4) Selecting and commending advanced models of civilized behavior promotion work;

**78.** （五）其他文明行为促进工作职责。  
 (5) Other responsibilities for promoting civilized behavior.

**79.** 第十一条 市、县（市、区）人民政府应当将文明行为促进工作纳入国民经济和社会发展规划，推动文明行为促进工作与经济社会协调发展。  
 Article 11 The people's governments of cities and counties (cities, districts) should incorporate the promotion of civilized behavior into national economic and social development plans, promoting the coordination of civilized behavior promotion work with economic and social development.

**80.** 乡镇人民政府、街道办事处应当按照县（市、区）精神文明建设指导机构的要求，推进本辖区文明行为促进具体工作落实。  
 The people's governments of townships and street offices should promote the specific implementation of civilized behavior promotion work in their jurisdictions according to the requirements of the county (city, district) spiritual civilization construction guiding institutions.

**81.** 村民委员会、居民委员会应当将文明行为促进工作作为基层精神文明建设的工作内容，将文明行为规范纳入村规民约和居民公约，宣传和引导文明行为，协助做好文明行为促进工作。  
 The village committee and residents' committee shall include the promotion of civilized behavior as part of the grassroots spiritual civilization construction work, incorporate civilized behavior norms into village regulations and residents' agreements, promote and guide civilized behavior, and assist in the promotion of civilized behavior work.

**82.** 第十二条 城市管理和综合执法主管部门、公安机关应当按照各自职责开展日常检查，及时发现、劝阻、制止、查处不文明行为，及时处理公民投诉。  
 Article 12: Urban management and comprehensive law enforcement departments, as well as public security organs, shall conduct daily inspections according to their respective responsibilities, promptly detect, advise against, stop, and investigate uncivilized behavior, and handle citizen complaints in a timely manner.

**83.** 发展和改革、财政、民政、司法、交通运输、生态环境、农业农村、卫生健康、商务、文化和旅游、市场监管、网信等部门，工会、共青团、妇联等群团组织，按照各自职责，加强协作配合，做好文明行为促进相关工作。  
 Departments such as development and reform, finance, civil affairs, justice, transportation, ecological environment, agriculture and rural affairs, health and hygiene, commerce, culture and tourism, market regulation, and internet information, as well as mass organizations such as trade unions, youth leagues, and women's federations, shall strengthen cooperation and coordination according to their respective responsibilities to effectively promote civilized behavior.

**84.** 第十三条 教育主管部门应当强化学校责任，在师德师风建设、课程改革、乡土教材、师资配备、课时保障、考核评价等方面作出安排，明确专人负责未成年人文明礼仪养成教育工作。  
 Article 13: Education authorities shall strengthen school responsibilities, arrange aspects such as teacher ethics and style development, curriculum reform, local teaching materials, teacher allocation, class time assurance, and evaluation, and designate a specific person to be responsible for the education of minors in civilized etiquette.

**85.**  学校和其他教育机构应当开展下列文明校园创建和文明教育实践活动，促进未成年人养成文明行为习惯：  
 Schools and other educational institutions shall carry out the following activities for creating a civilized campus and promoting civilized educational practices, encouraging minors to develop habits of civilized behavior:

**86.**  （一） 制定教职员工文明礼仪规范，并教育和引导教职员工模范遵守；  
 (1) Establish norms for civilized etiquette for faculty and staff, and educate and guide them to model compliance;

**87.**  （二）将未成年人文明礼仪养成纳入教育教学的各个环节和学生综合素质评价体系，全面融入课堂教学、氛围营造、榜样示范和社会实践；  
 (2) Incorporate the cultivation of civilized etiquette for minors into all aspects of education and teaching, as well as the student comprehensive quality evaluation system, fully integrating it into classroom teaching, environmental creation, role modeling, and social practice;

**88.**  （三） 开展厉行节约、反对浪费的宣传教育，增强学生节俭意识；  
 (3) Carry out publicity and education on practicing frugality and opposing waste, enhancing students' awareness of thrift;

**89.**  （四）加强学生在校期间电子产品使用管理，引导学生科学规范使用电子产品；  
 (4) Strengthen the management of students' use of electronic products during school hours, guiding them to use electronic products scientifically and in accordance with norms;

**90.** （五）净化校园环境，弘扬校园正气，防止校园欺凌，建设安全文明校园；  
 (5) Purify the campus environment, promote positive campus ethos, prevent campus bullying, and build a safe and civilized campus;

**91.** （六）完善校园文化设施，开展形式多样、健康向上、格调高雅的校园文化活动，弘扬良好校训校风，开展文明学生、文明班级、文明宿舍评比，形成良好育人氛围。  
 (6) Improve campus cultural facilities, carry out a variety of healthy and elegant campus cultural activities, promote good school spirit and school style, evaluate civilized students, civilized classes, and civilized dormitories, and create a good nurturing atmosphere.

**92.** 家庭应当以良好家教家风涵育道德品行，家长以身作则、言传身教，培育未成年人文明行为习惯，形成社会主义家庭文明新风尚。  
 Families shall cultivate moral character through good family education and family style, with parents leading by example and teaching through their own conduct, fostering habits of civilized behavior in minors and forming a new trend of socialist family civilization.

**93.** 开展文明社会风尚行动，普及工作生活、社会交往、人际关系、公共场所等方面的文明礼仪规范，引导未成年人自觉遵守公共秩序、规则和养成文明行为习惯。  
 Carry out actions for promoting a civilized social atmosphere, popularizing civilized etiquette norms in aspects such as work life, social interaction, interpersonal relationships, and public places, guiding minors to consciously comply with public order, rules, and to develop habits of civilized behavior.

**94.** 第十四条 本市对高频高发的不文明行为实行重点治理清单制度。市精神文明建设指导机构的办事机构应当定期调整重点治理清单内容，并向社会公布。  
 Article 14: Our city implements a key governance list system for frequently occurring uncivilized behaviors. The office of the city's spiritual civilization construction guidance institution shall regularly adjust the content of the key governance list and publicly announce it to society.

**95.** 市、县（市、区）人民政府应当建立由各相关部门共同参与、信息共享、协同配合的执法协作机制，组织开展联合执法、重点治理等工作。  
 The people's governments of cities and counties (cities, districts) shall establish a law enforcement cooperation mechanism with the participation of relevant departments, information sharing, and coordinated cooperation, organizing joint law enforcement and key governance work.

**96.** 第十五条 司法工作人员、行政执法人员应当依法文明司法、文明执法，着装规范、仪容整洁、语言文明、以理服人，不粗暴司法、执法。  
 Article 15: Judicial staff and administrative law enforcement personnel shall carry out legal civilization in judicial and law enforcement processes, maintaining proper attire, neat appearance, civilized language, and convincing reasoning, avoiding brutal judicial or law enforcement practices.

**97.** 市、县（市、区）精神文明建设指导机构的办事机构可以会同相关部门设立文明行为发布平台，对获得文明家庭、道德模范、清远好人等荣誉称号的单位和个人予以公布，依法、适时对影响恶劣的不文明行为予以曝光。  
 The offices of the city's and county's (city's, district's) spiritual civilization construction guidance institutions may, in coordination with relevant departments, establish platforms for the release of civilized behavior announcements and publicly recognize individuals and units awarded honors such as civilized families, moral models, and Qingyuan good people, and expose uncivilized behaviors that have a severe negative impact in a legal and timely manner.

**98.** 一个年度内因同一种不文明行为受到三次以上行政处罚，或者违法行为情节严重、社会影响恶劣的，有关主管部门可以通报其所在单位或者村民委员会、居民委员会。  
 If an individual receives administrative penalties for the same type of uncivilized behavior more than three times within a year, or if the circumstances of the unlawful behavior are serious with a severe social impact, the relevant administrative department may notify the individual’s unit or the village committee or residents' committee.

**99.** 行政执法人员处罚不文明行为，可以根据执法需要，依法要求行为人提供姓名或者名称、地址。行为人拒不提供的，可以由公安机关协助核查。  
 Administrative law enforcement personnel may require individuals to provide their names or company names and addresses as needed for law enforcement when penalizing uncivilized behavior. If the individual refuses to provide this information, the public security agency may assist in verifying it.

**100.** 第十六条 市、县（市、区）人民代表大会常务委员会可以通过听取专项工作报告、开展执法检查等方式，加强对本行政区域内文明行为促进工作的监督。  
 Article 16: The Standing Committee of the People's Congress of the city and county (city, district) may strengthen supervision of work promoting civilized behavior within their administrative areas through methods such as listening to special work reports and conducting law enforcement inspections.

**101.** 第十七条 任何单位和个人有权通过电话、信函、电子邮件等方式对文明行为促进工作提出意见和建议，对不文明行为和有关部门、单位不履行文明行为促进工作职责予以投诉、举报。  
 Article 17 Any unit or individual has the right to propose opinions and suggestions on the promotion of civilized behavior through telephone, mail, email, and other means, and to complain and report on uncivilized behavior and the relevant departments or units failing to perform their duties in promoting civilized behavior.

**102.** 有关部门应当依托“12345政府服务热线”等平台，建立不文明行为投诉、举报和反馈工作机制。  
 Relevant departments should rely on platforms such as the '12345 Government Service Hotline' to establish a mechanism for complaints, reports, and feedback on uncivilized behavior.

**103.** 第十八条 广播、电视、报刊和新媒体等大众传播媒介应当开展文明行为宣传工作，宣传褒扬文明行为先进事迹，依法批评、曝光不文明行为。  
 Article 18 Broadcasting, television, newspapers, and new media should carry out promotional work on civilized behavior, publicize and commend the advanced deeds of civilized behavior, and criticize and expose uncivilized behavior according to law.

**104.**

**105.** 第四章 保障与鼓励  
 Chapter Four: Safeguards and Encouragement

**106.**

**107.** 第十九条 各级人民政府及有关部门应当科学规划，合理布局，建设完善下列公共设施：  
 Article 19 The people's governments at all levels and relevant departments should scientifically plan, rationally layout, and improve the following public facilities:

**108.** （一）公交站牌、交通标志标线等交通设施；  
 (1) Traffic facilities such as bus stop signs, traffic signs, and markings;

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

**110.** （三）盲道、坡道、电梯等无障碍设施和母婴室、爱心座椅、轮椅等便民设施；  
 (3) Accessible facilities such as blind paths, ramps, elevators, as well as maternal and child rooms, caring seats, and wheelchair-accessible facilities;

**111.** （四）“一米线”等文明引导标识；  
 (4) Civilized guidance signs like the 'One Meter Line';

**112.** （五）公共厕所、垃圾收集处理等环卫设施；  
 (5) Sanitation facilities such as public toilets and garbage collection and processing;

**113.** （六）广告栏、宣传栏等公益宣传设施；  
 (6) Publicity facilities like bulletin boards and promotional columns;

**114.**  （七）公共图书馆、流动图书馆和公共阅报栏（屏）等全民阅读设施；  
 (7) National reading facilities such as public libraries, mobile libraries, and public reading columns (screens);

**115.** （八）其他与文明行为促进有关的设施。  
 (8) Other facilities related to the promotion of civilized behavior.

**116.** 第二十条 市、县（市、区）人民政府及有关部门应当建立新时代文明实践活动体系，利用新时代文明实践中心（所、站），发展文明实践志愿者队伍，开展文明实践活动。  
 Article 20 The municipal and county (city, district) people's governments and relevant departments should establish a system for civilized practice activities in the new era, utilizing new era civilization practice centers (offices, stations), developing volunteer teams for civilized practices, and carrying out civilized practice activities.

**117.**  国家机关、企业事业单位和其他组织可以通过“蓝丝带”“文明一小时”等方式开展文明行为志愿服务实践活动。  
 National agencies, enterprises, and other organizations can carry out volunteer service practice activities related to civilized behavior through methods like the 'Blue Ribbon' and 'Civilized One Hour'.

**118.** 第二十一条 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 21 Government service window units, medical institutions, financial institutions, scenic area management agencies, and public service enterprises should play a demonstrative role in civilized service, rationally set up service points and service windows, optimize the service process, promote online reservations and online processing, and provide convenient, efficient, and courteous services.

**119.** 第二十二条 大型活动的主办、承办单位应当制定文明保障方案，完善相应保障措施，加强对参加人员的文明宣传和教育。  
 Article 22 The organizing and hosting units of large events should formulate civilized safeguard plans, improve corresponding safeguard measures, and strengthen the civilized publicity and education for participants.

**120.** 参观活动及文艺演出、体育比赛的举办单位和组织者应当宣传告知文明观赏的礼仪规范，维护场所秩序。  
 The units and organizers of tour activities, cultural performances, and sports competitions should publicize and inform the etiquette norms for civilized viewing and maintain order at the venues.

**121.** 旅游从业者应当宣传告知文明旅游的行为规范，引导旅游者文明旅游，及时劝阻不文明行为。  
 Tourism practitioners should promote and inform about the behavior norms of civilized tourism, guide tourists to travel in a civilized manner, and promptly discourage uncivilized behavior.

**122.** 餐饮服务企业应当制定节约指引，采取点餐提示、分餐制、小份菜等措施，配备公筷公勺、双筷双勺，提供打包盒、打包袋，实时提醒、引导消费者节约用餐。  
 Catering service enterprises should formulate guidelines for conservation, take measures such as ordering prompts, serving dishes separately, and providing smaller portions; they should equip with public chopsticks and spoons, offer take-out boxes and bags, and remind and guide consumers to save food in real-time.

**123.** 第二十三条 物流配送、邮政、快递业务经营者应当建立内部交通安全、文明出行管理制度，加强文明交通行为教育和培训。其从业人员应当签订文明交通承诺书，遵守交通秩序，文明出行。  
 Article 23: Logistics, postal, and express delivery business operators should establish internal traffic safety and civilized travel management systems and strengthen education and training on civilized traffic behavior. Their employees should sign a commitment to civilized traffic, comply with traffic order, and travel civilly.

**124.** 第二十四条 鼓励和支持开展文明城市、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。  
 Article 24: Encourage and support the development of mass spiritual civilization creation activities such as civilized cities, civilized towns and villages, civilized units, civilized families, and civilized campuses.

**125.** 第二十五条 市、县（市、区）精神文明建设指导机构应当按照规定建立表彰奖励制度，对文明行为以及文明行为促进工作给予表彰奖励。  
 Article 25: Municipal and county (city, district) spiritual civilization construction guidance institutions should establish a reward and commendation system as prescribed and reward civilized behavior and the promotion of civilized work.

**126.** 鼓励国家机关、企业事业单位和社会组织对其干部职工、会员的文明行为给予表彰奖励。  
 Encourage state organs, enterprises, institutions, and social organizations to commend and reward the civilized behavior of their staff and members.

**127.** 第二十六条 鼓励用人单位在招聘时，同等条件下优先录用获得县级以上表彰的道德模范等文明行为先进人物。  
 Article 26: Encourage employers to give priority to hiring moral models and other individuals with advanced civilized behavior who have received awards at the county level or above under equal conditions.

**128.** 市、县（市、区）人民政府可以对生活有困难的文明行为先进人物予以适当帮扶。  
 Municipal and county (city, district) people's governments may provide appropriate assistance to individuals with advanced civilized behavior who face difficulties in life.

**129.** 第二十七条 对见义勇为人员应当按照规定表彰奖励。  
 Article 27: Those who engage in courageous acts for justice should be recognized and rewarded as prescribed.

**130.** 因见义勇为受到人身伤害的，市、县（市、区）人民政府应当依法予以救助，受益人依法予以补偿。  
 If individuals suffer personal injury due to courageous acts, the municipal or county (city, district) people's government should provide legal assistance, and beneficiaries should receive compensation according to the law.

**131.** 见义勇为人员及其亲属因其见义勇为行为产生民事权益纠纷请求法律援助的，法律援助机构应当及时提供援助。  
 If individuals who performed courageous acts and their relatives request legal aid due to civil rights disputes arising from such acts, legal aid institutions should provide timely assistance.

**132.** 第二十八条 个人无偿献血，自愿捐献造血干细胞、人体组织或者器官、遗体的，本人及其亲属按照法律法规的规定享受优待或者礼遇。  
 Article 28: Individuals who voluntarily donate blood, stem cells, human tissues or organs, or corpses should enjoy preferential treatment or honors according to laws and regulations.

**133.** 第二十九条 鼓励国家机关、人民团体、企业事业单位和社会组织为志愿服务组织、志愿者开展志愿服务活动提供必要的场所和条件。  
 Article 29: Encourage state organs, people's organizations, enterprises, institutions, and social organizations to provide necessary venues and conditions for volunteer service organizations and volunteers to carry out volunteer service activities.

**134.** 建立志愿服务记录、评价制度，按照有关规定对表现突出的志愿者给予优待和表扬奖励。  
 Establish a volunteer service record and evaluation system, and provide preferential treatment and recognition to outstanding volunteers according to relevant regulations.

**135.** 第三十条 女职工集中的国家机关、企业事业单位应当根据有关规定配备独立的母婴室。  
 Article 30: State organs and enterprises with a concentration of female employees should equip independent nursing rooms according to relevant regulations.

**136.** 鼓励国家机关、人民团体、企业事业单位、社会组织和基层群众性自治组织利用本单位场所、设施设立爱心服务点，为老人、残疾人、环卫工人等需要帮助的人员提供便利服务。  
 Encourage state organs, people's organizations, enterprises, social organizations, and grassroots mass self-governing organizations to use their premises and facilities to set up caring service points to provide convenient services for the elderly, the disabled, sanitation workers, and others in need of help.

**137.** 鼓励沿街单位向社会开放车位和厕所。  
 Encourage street-facing units to open parking spaces and restrooms to the public.

**138.** 第三十一条 鼓励全民阅读设施管理单位向公民提供阅读指导、阅读交流、阅读能力培训等服务，培养公民的阅读习惯，促进公民文明素养的提升。  
 Article 31: Encourage management units of public reading facilities to provide citizens with reading guidance, reading exchange, reading ability training, and other services, cultivate citizens' reading habits, and promote the enhancement of citizens' civilized literacy.

**139.**

**140.** 第五章 法律责任  
 Chapter 5: Legal Responsibilities

**141.**

**142.** 第三十二条 单位及其工作人员有下列行为之一的，由其所在单位或者上级主管部门责令改正，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依法给予处分：  
 Article 32 If units and their staff engage in any of the following behaviors, their respective units or higher-level management departments shall order corrections and issue a notice of criticism; in severe cases, legal penalties shall be imposed on the directly responsible management personnel and other directly responsible personnel:

**143.** （一）在文明城市、文明村镇、文明单位、文明家庭、文明校园等创建活动中不履行或者不正确履行职责的；  
 (1) Failing to fulfill or incorrectly fulfilling their responsibilities during the creation activities of civilized cities, civilized villages and towns, civilized units, civilized families, and civilized campuses;

**144.** （二）对有关设施疏于管理和维护，致使该设施残缺或者丧失功能的；  
 (2) Neglecting the management and maintenance of relevant facilities, resulting in the facilities being damaged or losing functionality;

**145.** （三）未依法及时受理投诉或者不及时对投诉事项进行调查、处理的；  
 (3) Failing to timely accept complaints or investigating and handling complaint matters in a timely manner according to law;

**146.** （四）其他玩忽职守、滥用职权、徇私舞弊的行为。  
 (4) Other behaviors of neglecting duties, abusing power, or engaging in favoritism and fraud.

**147.** 第三十三条 违反本条例第九条第五项规定的，由市、县（市、区）人民政府卫生健康主管部门责令改正，可以处五十元罚款；拒不改正的，处二百元罚款。  
 Article 33 Those who violate the provisions of Item 5 of Article 9 of this regulation shall be ordered to correct by the health and wellness management department of the municipal or county (city, district) people's government and may be fined fifty yuan; if they refuse to correct, they shall be fined two hundred yuan.

**148.** 第三十四条 违反本条例第九条第十项规定的，由公安机关交通管理部门处警告或者处二十元以上五十元以下罚款；电动自行车驾驶人拒绝接受罚款处罚的，可以扣留其电动自行车。  
 Article 34 Those who violate the provisions of Item 10 of Article 9 of this regulation shall be warned or fined between twenty and fifty yuan by the traffic management department of the public security authority; if the driver of an electric bicycle refuses the fine, their electric bicycle may be confiscated.

**149.** 第三十五条 违反本条例第九条第十五项规定在城市建成区内饲养烈性犬只的，由公安机关责令改正，对单位处每只五千元罚款，对个人处每只二千元罚款。  
 Article 35 Those who keep fierce dogs within the urban built-up area in violation of Item 15 of Article 9 of this regulation shall be ordered to correct by the public security authority, and fined five thousand yuan for each occurrence for units and two thousand yuan for each occurrence for individuals.

**150.** 第三十六条 违反本条例规定实施不文明行为，违法行为轻微，当事人自愿参加社会服务的，可以依法从轻处罚。  
 Article 36 If an individual engages in uncivilized behavior in violation of this regulation, and the illegal behavior is minor, they may receive a lighter penalty if they voluntarily participate in social service according to law.

**151.** 第三十七条 法律、法规对本条例规定的其他不文明行为已有处罚规定的，从其规定。  
 Article 37 If there are existing penalty provisions for other uncivilized behaviors specified in this regulation by laws and regulations, those provisions shall be followed.

**152.**

**153.**  第六章 附 则  
 Chapter 6 Supplementary Provisions

**154.**

**155.** 第三十八条 本条例自2020年11月1日起施行。  
 Article 38 This regulation shall come into force on November 1, 2020.

**156.**

**157.**

**158.**

**159.**

**160.**

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**162.**