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| Id | NDAyOGFiY2M2MTI3Nzc5MzAxNjEyODJhNGM3ZDZkMzQ%3D |
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| Translated\_content | None |

**1.** ﻿

**2.**

**3.** 贵州省文明行为促进条例  
 Regulations on Promoting Civilized Behavior in Guizhou Province

**4.**

**5.** （2017年8月3日贵州省第十二届人民代表大会常务委员会第二十九次会议通过 自2017年10月1日起施行）  
 (Passed at the 29th meeting of the Standing Committee of the 12th People's Congress of Guizhou Province on August 3, 2017, effective from October 1, 2017)

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

**7.** 第一条 为培育和践行社会主义核心价值观，引导促进文明行为，制止不文明行为，提升社会文明程度，推进社会和谐进步，根据有关法律、法规的规定，结合本省实际，制定本条例。  
 Article 1 In order to cultivate and practice the core socialist values, guide and promote civilized behavior, curb uncivilized behavior, enhance the level of social civilization, and promote social harmony and progress, these regulations are formulated based on relevant laws and regulations and in accordance with the actual conditions of the province.

**8.** 第二条 本省行政区域内文明行为促进及其相关工作，适用本条例。  
 Article 2 These regulations apply to the promotion of civilized behavior and related work within the administrative region of this province.

**9.** 第三条 本条例所称文明行为，是指遵守宪法和法律、法规规定，符合社会主义道德要求，体现社会主义核心价值观，维护公序良俗、引领社会风尚、推动社会文明进步的行为。  
 Article 3 The civilized behavior referred to in these regulations means behaviors that comply with the Constitution and laws and regulations, meet the requirements of socialist morality, reflect the core socialist values, uphold public order and good customs, lead social trends, and promote social civilization.

**10.** 第四条 县级以上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 4 People's governments at or above the county level shall incorporate the work of promoting civilized behavior into national economic and social development plans and promote coordinated development of the work of promoting civilized behavior with socio-economic growth.

**11.** 第五条 县级以上精神文明建设工作指导机构负责本行政区域内文明行为促进工作，履行下列职责：  
 Article 5 The guiding bodies for spiritual civilization construction at or above the county level are responsible for promoting civilized behavior within their administrative regions and shall perform the following duties:

**12.** （一）制定文明行为促进工作规划、计划；  
 (1) Formulate plans and programs for promoting civilized behavior;

**13.** （二）指导、协调、监督、检查文明行为促进工作；  
 (2) Guide, coordinate, supervise, and inspect the work of promoting civilized behavior;

**14.** （三）组织开展文明行为先进典型宣传、表彰等活动；  
 (3) Organize and carry out activities to promote advanced role models of civilized behavior, including publicity and recognition;

**15.** （四）督促有关单位查处不文明行为；  
 (4) Urge relevant units to investigate uncivilized behavior;

**16.** （五）法律、法规和上级有关部门规定的其他职责。  
 (5) Other responsibilities specified by laws, regulations, and higher authorities.

**17.** 县级以上人民政府有关部门应当按照各自职责做好文明行为促进工作。  
 Relevant departments of the people's government at or above the county level shall perform their responsibilities well in promoting civilized behavior.

**18.** 企业事业单位和工会、共青团、妇联等团体，应当按照各自职责做好文明行为促进工作。  
 Enterprises, public institutions, trade unions, the Communist Youth League, women's federations, and other organizations shall perform their responsibilities well in promoting civilized behavior.

**19.** 第六条 乡镇人民政府、街道办事处（社区）应当按照上级人民政府和精神文明建设工作指导机构要求，做好本辖区文明行为促进工作。  
 Article 6 The people's governments of towns and townships, and street offices (communities) shall perform well in promoting civilized behavior in their jurisdictions according to the requirements of higher people's governments and the guiding bodies for spiritual civilization construction.

**20.** 居民委员会、村民委员会应当协助做好文明行为促进工作。  
 Residents' committees and villagers' committees shall assist in promoting civilized behavior.

**21.** 第七条 文明行为促进工作坚持统一领导、分工负责，政府主导、社会共治，突出重点、协同推进，引导、鼓励、教育与处罚相结合的原则。  
 Article 7: The promotion of civilized behavior should adhere to the principles of unified leadership, division of responsibilities, government initiative, and social co-governance, highlighting key points, promoting collaboration, and combining guidance, encouragement, education, and punishment.

**22.** 第八条 践行文明行为，提升文明水平，是单位和个人应尽的义务，国家机关、国家工作人员、社会公众人物应当带头示范。  
 Article 8: Practicing civilized behavior and improving civilization levels is an obligation of both organizations and individuals, and state organs, state staff, and public figures should take the lead in demonstrating this.

**23.** 单位和个人应当支持、参与文明行为促进工作；有权对文明行为促进工作提出意见建议，劝阻、制止、投诉、举报不文明行为。  
 Organizations and individuals should support and participate in the work of promoting civilized behavior; they have the right to make suggestions regarding the work of promoting civilized behavior, and to dissuade, stop, report, and disclose uncivilized behavior.

**24.** 第九条 县级以上人民政府及有关部门应当建立不文明行为举报、投诉、查处制度，公布投诉举报电话、信箱等，及时受理、查处不文明行为。  
 Article 9: Governments at the county level and above and relevant departments should establish a reporting, complaint, and investigation system for uncivilized behavior, publicize complaint and report telephone numbers and mailboxes, and promptly handle and investigate uncivilized behavior.

**25.** 第十条 广播、电视、报刊、网络等媒体应当积极宣传文明行为和文明行为促进工作，倡导文明理念，弘扬良好社会风尚，监督不文明行为。  
 Article 10: Media such as radio, television, newspapers, and the internet should actively promote civilized behavior and the work of promoting civilized behavior, advocate for civilized ideas, promote good social customs, and supervise uncivilized behavior.

**26.** 第二章 文明行为  
 Chapter Two: Civilized Behavior

**27.** 第十一条 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，树立国家意识、法治意识、社会责任意识，遵守法律法规、公序良俗及其他文明行为规范。  
 Article 11: Citizens should practice the core values of socialism, promote the traditional virtues of the Chinese nation, establish national awareness, legal awareness, and social responsibility awareness, and comply with laws and regulations, public order, and other norms of civilized behavior.

**28.** 第十二条 公民应当维护公共秩序，自觉遵守下列规定：  
 Article 12: Citizens should maintain public order and consciously comply with the following regulations:

**29.** （一）在公共场所着装整洁得体，言行举止文明；  
 (1) Dress neatly and appropriately in public places, and behave in a civilized manner;

**30.** （二）等候服务依次排队；  
 (2) Wait for service in line orderly;

**31.** （三）不在禁止吸烟的场所吸烟；  
 (3) Do not smoke in areas where smoking is prohibited;

**32.** （四）文明开展广场舞等娱乐、健身、宣传活动；  
 (4) Engage in civilized activities such as square dancing, entertainment, fitness, and promotional activities;

**33.** （五）经营活动不妨碍公共秩序和公共交通；  
 (5) Business activities should not disrupt public order and public transportation;

**34.** （六）观看文艺演出、体育比赛，服从现场管理，注重观看礼仪；  
 (6) When watching cultural performances or sports competitions, comply with on-site management and pay attention to viewing etiquette;

**35.** （七）乘坐电梯先下后上；  
 (7) In elevators, exit first before entering;

**36.** （八）法律、法规的其他规定。  
 (8) Other provisions of laws and regulations.

**37.** 第十三条 公民应当爱护公共环境卫生，自觉遵守下列规定：  
 Article 13: Citizens should cherish public environmental hygiene and consciously comply with the following regulations:

**38.** （一）不随地吐痰、便溺，不乱扔垃圾、杂物；  
 (1) Do not spit or urinate in public places, and do not litter or throw miscellaneous items;

**39.** （二）不传播传染性疾病；  
 (2) Do not spread infectious diseases;

**40.** （三）不乱涂、乱画、乱刻；  
 (3) Do not scribble, draw, or carve indiscriminately;

**41.** （四）不损坏公共环境卫生设施、花草树木；  
 (4) Do not damage public sanitation facilities, flowers, and trees;

**42.** （五）不随意张贴、散发广告、传单；  
 (5) Do not arbitrarily post or distribute advertisements and flyers;

**43.** （六）法律、法规的其他规定。  
 (6) Other provisions of laws and regulations.

**44.** 第十四条 公民应当文明生活，自觉遵守下列规定：  
 Article 14 Citizens should live civilly and consciously abide by the following regulations:

**45.** （一）合理消费，文明用餐，文明节庆，节约资源；  
 (1) Consume reasonably, dine civilly, celebrate appropriately, and save resources;

**46.** （二）节俭办理婚丧喜庆事宜；  
 (2) Economically handle wedding, funeral, and festive matters;

**47.** （三）文明殡葬、祭奠，不随意焚烧、抛洒祭奠物品；  
 (3) Conduct funerals and memorials civilly, and do not arbitrarily burn or scatter memorial items;

**48.** （四）遵守燃放烟花爆竹的有关规定；   
 (4) Abide by the relevant regulations on setting off fireworks;

**49.** （五）不私自占用房屋共用设施、场所；  
 (5) Do not illegally occupy shared housing facilities and places;

**50.** （六）遵守饲养畜禽、宠物的有关规定；   
 (6) Abide by the relevant regulations on raising livestock, poultry, and pets;

**51.** （七）不食用珍稀、濒危野生动植物；  
 (7) Do not consume rare or endangered wild plants and animals;

**52.** （八）不参与色情、赌博、涉毒、封建迷信及其他低俗活动；  
 (8) Do not participate in pornographic, gambling, drug-related, feudal superstitious, and other vulgar activities;

**53.** （九）不酗酒滋事；  
 (9) Do not engage in drunkenness and troublemaking;

**54.** （十）法律、法规的其他规定。  
 (10) Other provisions of laws and regulations.

**55.** 第十五条 公民应当文明出行，自觉遵守下列规定：  
 Article 15 Citizens should travel civilly and consciously abide by the following regulations:

**56.** （一）乘坐公共交通工具文明等候，自觉排队，主动为老、幼、病、残、孕乘客让座；  
 (1) Wait in a civilized manner for public transportation, consciously queue, and actively give seats to elderly, young, ill, disabled, and pregnant passengers;

**57.** （二）按照道路交通安全管理规定驾驶车辆，停放车辆规范有序，服从管理；   
 (2) Drive vehicles according to road traffic safety management regulations, park vehicles in an orderly manner, and obey management;

**58.** （三）行人应当在人行道内行走，没有人行道的靠道路右侧行走，不随意横穿道路、跨越道路隔离设施；  
 (3) Pedestrians should walk on sidewalks; if there are no sidewalks, walk on the right side of the road, and do not arbitrarily cross streets or jump over road isolation facilities;

**59.** （四）法律、法规的其他规定。  
 (4) Other provisions of laws and regulations.

**60.** 第十六条 公民应当文明旅游，自觉遵守下列规定：  
 Article 16 Citizens should travel civilly and consciously abide by the following regulations:

**61.** （一）遵守旅游管理规定，尊重当地风俗习惯和宗教信仰；  
 (1) Abide by tourism management regulations, respect local customs and habits, and religious beliefs;

**62.** （二）服从景区景点引导、管理，不从事危及他人以及自身人身财产安全的活动；  
 (2) Obey guidance and management at scenic areas and attractions, and do not engage in activities that endanger the personal safety and property of others as well as oneself;

**63.** （三）爱护公共环境卫生，保护生态环境，不破坏、毁损公共设施和文物古迹、风景名胜等旅游资源；  
 (3) Care for public environmental sanitation, protect the ecological environment, and do not damage or destroy public facilities, cultural relics, historical sites, scenic areas, and other tourism resources;

**64.** （四）不向旅游从业人员提出不合理要求；  
 (4) Do not make unreasonable demands on tourism practitioners;

**65.** （五）法律、法规的其他规定。  
 (5) Other provisions of laws and regulations.

**66.** 第十七条 公民应当文明就医，尊重医学规律和医务人员，配合开展诊疗活动，不得侮辱、谩骂、威胁、殴打、挟持医务人员；通过合法途径处理医疗纠纷，不得在医疗场所聚众闹事。  
 Article 17 Citizens should seek medical treatment with civility, respect medical laws and healthcare personnel, and cooperate in diagnostic and therapeutic activities. Insulting, cursing, threatening, assaulting, or kidnapping healthcare personnel is prohibited; medical disputes should be resolved through legal channels, and gatherings causing disturbance in medical facilities are not allowed.

**67.** 第十八条 公民应当文明上网，不得编造、发布和传播虚假信息、低俗淫秽信息以及损害他人合法权益的信息。  
 Article 18 Citizens should be civil when using the internet, and must not fabricate, publish, or disseminate false information, vulgar and obscene content, or information that damages the lawful rights and interests of others.

**68.** 第十九条 商品经营者和服务提供者应当依法经营，诚实守信，公平竞争，文明服务，自觉履行法定和约定义务，保障消费者合法权益。   
 Article 19 Commodity operators and service providers should operate in accordance with the law, be honest and trustworthy, compete fairly, provide civilized services, consciously fulfill their legal and contractual obligations, and safeguard consumers' lawful rights.

**69.** 第二十条 广告主、广告经营者和广告发布者应当遵守广告管理规定，不得制作、发布欺骗、误导消费者的广告。  
 Article 20 Advertisers, advertising operators, and publishers should comply with advertising management regulations and must not create or publish ads that deceive or mislead consumers.

**70.** 第二十一条 商场、超市、农贸市场等商品经营者应当保证商品质量，不得从事制假售假、以次充好、以不合格产品冒充合格产品等活动。  
 Article 21 Operators in shopping malls, supermarkets, and farmers' markets should ensure the quality of goods and must not engage in counterfeiting, selling fake goods, or misrepresenting substandard products as qualified products.

**71.** 餐饮、住宿等服务提供者应当按照服务质量标准提供服务，保障食品及其他用品安全、卫生。  
 Service providers in catering, accommodation, and other sectors should provide services according to quality standards, ensuring food safety and hygiene.

**72.** 文化娱乐等经营者应当建立健全管理制度，加强经营场所管理，不得提供低俗、淫秽、色情等文化娱乐产品和服务。  
 Operators in cultural and entertainment sectors should establish and improve management systems, enhance the management of operating venues, and must not provide vulgar, obscene, or pornographic cultural and entertainment products and services.

**73.** 第二十二条 城乡公共客运经营者及其从业人员应当按照规定线路行驶，在规定站点上下乘客，保持车况良好、车容整洁、车内干净卫生，不从事追逐竞驶、串线运营、甩客宰客等损害乘客合法权益、危害乘车安全的行为；加强乘客引导管理，维护正常乘车秩序。  
 Article 22 Urban and rural public transport operators and their staff should operate according to specified routes, pick up and drop off passengers at designated stops, maintain good vehicle condition, ensure vehicle cleanliness, and refrain from activities that harm passengers' legitimate rights and endanger travel safety, such as chasing or racing, unauthorized route changes, and overcharging. They should enhance passenger guidance management and maintain normal boarding and alighting order.

**74.** 第二十三条 机场、火车站、汽车站、客运码头等应当规范设置购票区、等候区、出入通道，设置醒目导向标志，保持环境整洁卫生；加强乘客购票、等候、进出站（港）引导管理，维护进出站（港）秩序。  
 Article 23 Airports, train stations, bus stations, and passenger terminals should set up standardized ticket purchase areas, waiting areas, and access channels, display clear directional signs, and maintain a clean and hygienic environment. They should strengthen guidance management for passengers purchasing tickets, waiting, and entering or exiting the station or port, maintaining order.

**75.** 第二十四条 供水、供电、燃气、银行、邮政、通信等经营者应当根据经营服务范围和规模，合理布局服务网点，规范设置服务窗口，及时有序为经营服务对象办理相关业务。  
 Article 24 Providers of water, electricity, gas, banking, postal, and communication services should, according to their scope and scale of operation, reasonably layout service points, standardize service windows, and timely and orderly handle related business for their service targets.

**76.** 第二十五条 旅游景区景点经营者应当完善旅游设施设备，设置醒目服务设施、游览导向、注意事项等标志，规范景区景点内从业人员经营服务行为，不从事虚假宣传、强制消费、欺客宰客等活动；加强巡查管理，加强客流调控，维护正常旅游秩序，及时劝阻、制止游客不文明行为，保障游客安全有序参观游览。  
 Article 25 Operators of tourist attractions should improve tourism facilities and equipment, set up prominent service facilities, sightseeing directions, and precautions, standardize the service behaviors of personnel in scenic spots, and avoid engaging in false advertising, forced consumption, or cheating customers. They should enhance patrol management and control visitor flow, maintain normal tourism order, and promptly dissuade and stop uncivilized behavior by tourists, ensuring a safe and orderly visit.

**77.** 第二十六条 高速公路经营者应当加强日常养护巡查，保证高速公路及其附属设施完好；公示收费标准，依法收取车辆通行费；根据车辆流量设置足够数量的收费道口，减少收费道口车辆拥堵；对涉困涉险车辆和人员，及时提供救援服务；规范设置服务区，保证服务区功能完善，干净卫生。  
 Article 26 Highway operators should enhance regular maintenance inspections, ensuring the highway and its ancillary facilities are in good condition; they should publicize charging standards and collect vehicle tolls in accordance with the law; set sufficient toll booths based on vehicle traffic to reduce congestion; provide timely rescue services for vehicles and individuals in trouble; and standardize the setup of service areas to ensure they are fully functional and hygienic.

**78.** 第二十七条 邮政、快递业务经营者应当遵守邮政、快递服务管理规定，及时准确安全送达邮件，不损毁寄递物品，不收集、泄露、买卖寄件人和收件人信息。  
 Article 27 Postal and express service operators should comply with postal and express service management regulations, timely, accurately, and safely deliver mail, not damage items being delivered, and not collect, disclose, or sell the information of senders and receivers.

**79.** 第二十八条 施工单位应当文明施工，加强施工现场管理，设置防护设施、安全标志、警示标志等，防止扬尘、渣土、污水、噪音和有毒有害物质、气体等影响市容环境卫生，减少对周边正常生产生活的影响。  
 Article 28 Construction units should conduct construction in a civilized manner, strengthen site management, set up protective measures, safety signs, and warning signs to prevent dust, debris, wastewater, noise, and harmful substances or gases from affecting the urban environment and minimize impact on normal production and living surroundings.

**80.** 第三章 鼓励与促进  
 Chapter 3 Encouragement and Promotion

**81.** 第二十九条 县级以上人民政府及有关部门、精神文明建设工作指导机构应当建立健全文明行为表彰奖励制度，按照国家和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 29: People's governments at the county level and above, relevant departments, and institutions guiding the work of spiritual civilization construction should establish and improve the system for the commendation and rewards of civilized behavior, and commend and reward civilized behavior and the promotion of civilized behavior in accordance with national and provincial regulations.

**82.** 鼓励国家机关、企业事业单位、社会组织对其职工、会员的文明行为进行表彰奖励。  
 Encourage national agencies, enterprises, institutions, and social organizations to commend and reward the civilized behavior of their employees and members.

**83.** 第三十条 对实施见义勇为行为的公民，除按照规定予以表彰奖励外，生活仍有困难的，县级以上人民政府应当予以救助。  
 Article 30: For citizens who implement acts of bravery, in addition to being commended and rewarded as stipulated, if they still face difficulties in life, the people's governments at the county level and above should provide assistance.

**84.** 公民因实施见义勇为行为被恶意诉讼的，公安机关应当协助查清事实，法律援助机构应当提供法律援助。  
 If a citizen is maliciously sued for acting bravely, public security organs should assist in ascertaining the facts, and legal aid organizations should provide legal assistance.

**85.** 第三十一条 县级以上人民政府及有关部门应当支持依法建立志愿服务组织，支持单位和个人依法从事志愿服务。  
 Article 31: People's governments at the county level and above, and relevant departments should support the lawful establishment of volunteer service organizations and support units and individuals in engaging in volunteer services legally.

**86.** 志愿服务组织依法开展志愿服务活动，有关单位、组织应当提供便利并给予必要支持。  
 Volunteer service organizations should carry out volunteer service activities in accordance with the law, and relevant units and organizations should provide convenience and necessary support.

**87.** 第三十二条 鼓励、支持公民、法人和其他组织参与慈善活动，依法保护慈善组织和从事慈善活动人员的合法权益。  
 Article 32: Encourage and support citizens, legal persons, and other organizations to participate in charitable activities, and protect the lawful rights and interests of charitable organizations and personnel engaged in charitable activities according to the law.

**88.** 第三十三条 鼓励公民无偿献血、自愿捐献遗体及器官，依法保护其合法权益。  
 Article 33: Encourage citizens to donate blood voluntarily, voluntarily donate bodies and organs, and protect their lawful rights and interests according to the law.

**89.** 第三十四条 县级以上人民政府应当开展文明城市、卫生城市、环境保护模范城市等创建活动，加强城市规划建设管理，保护城市历史文化和特色风貌，创造美丽整洁的生活环境、规范有序的社会秩序、丰富多彩的文化生活，提供便捷高效的公共服务，促进城市和谐宜居。  
 Article 34: The people's governments at the county level and above should carry out activities for creating civilized cities, sanitary cities, model cities for environmental protection, etc., strengthen urban planning, construction, and management, protect the historical culture and distinctive features of cities, create a beautiful and clean living environment, maintain a standardized and orderly social order, enrich cultural life, provide convenient and efficient public services, and promote harmonious and livable cities.

**90.** 第三十五条 乡镇人民政府、街道办事处（社区）、居民委员会、村民委员会应当采取下列措施，建设文明村镇：  
 Article 35: People's governments of townships, street offices (communities), residents' committees, and villagers' committees should take the following measures to build civilized villages and towns:

**91.** （一）加强基层自治组织建设，依法制定村规民约，提升自我教育、自我管理、自我服务能力；  
 (1) Strengthen the construction of grassroots self-governing organizations, formulate village regulations and conventions in accordance with the law, and enhance self-education, self-management, and self-service capabilities;

**92.** （二）完善水、电、路、通信和垃圾、污水处理等设施，开展村镇环境综合整治，保护村镇自然、历史、人文风貌；  
 (2) Improve facilities for water, electricity, roads, communications, as well as garbage and sewage treatment, carry out comprehensive environmental remediation in villages and towns, and protect the natural, historical, and cultural landscape of villages and towns;

**93.** （三）开展文明乡风教育，推动移风易俗，治理陈规陋习；  
 (3) Carry out education on civilized rural customs, promote changes in customs and social attitudes, and eliminate outdated practices;

**94.** （四）培育弘扬新乡贤文化，妥善处理民间纠纷；  
 (4) Cultivate and promote a culture of new rural virtues, and properly handle folk disputes;

**95.** （五）倡导邻里守望，为老年人、妇女、儿童、残疾人等提供帮助；  
 (5) Advocate neighborly watchfulness and provide assistance to the elderly, women, children, disabled persons, etc.;

**96.** （六）完善农村基本公共文化服务体系，传承和保护优秀民族民间文化，丰富农村群众文化生活；  
 (6) Improve the basic public cultural service system in rural areas, inherit and protect excellent ethnic and folk culture, and enrich the cultural life of rural communities;

**97.** （七）加强村镇集市贸易管理，推动归行划市、路市分离、划点贸易。  
 (7) Strengthen the management of trade in village markets, promote the separation of residential and market areas, and delineate trade points.

**98.** 第三十六条 国家机关、企业事业单位应当采取下列措施，加强文明单位建设：  
 Article 36: National agencies and enterprises and institutions should take the following measures to strengthen the construction of civilized units:

**99.**  （一）完善单位规章制度，科学、民主、规范管理；  
 (1) Improve the unit's rules and regulations, and manage scientifically, democratically, and in a standardized manner;

**100.**  （二）建设健康单位文化，教育职工遵纪守法、恪守职业道德、言行举止文明；  
 (2) Build a healthy unit culture, educate employees to abide by laws and regulations, uphold professional ethics, and behave civilly.

**101.**  （三）规范执法行为，公正文明执法，保障当事人合法权益；   
 (3) Standardize law enforcement behavior, enforce the law fairly and civilly, and protect the legitimate rights and interests of the parties involved;

**102.** （四）规范经营行为，诚信守约，照章纳税；  
 (4) Standardize business practices, act with integrity and honor contracts, and pay taxes according to the law;

**103.** （五）规范服务行为，制定服务标准，公开服务承诺，优化服务内容和流程，优质高效文明服务。  
 (5) Standardize service behavior, establish service standards, publicize service commitments, optimize service content and processes, and provide high-quality, efficient, and civil service.

**104.** 第三十七条 弘扬尊老爱幼、男女平等、夫妻和睦、勤俭持家、邻里团结的家庭美德，开展文明家庭创建活动，促进家庭和睦、家教良好、家风淳朴。  
 Article 37: Promote family virtues such as respecting the elderly and loving the young, gender equality, harmony between husband and wife, frugality, and neighborly unity; carry out activities to create civilized families, promote family harmony, good family education, and simple family customs.

**105.** 禁止家庭暴力。  
 Prohibit domestic violence.

**106.** 第三十八条 学校应当加强文明校园建设，保障学生健康成长：  
 Article 38: Schools should strengthen the construction of civilized campuses to ensure the healthy growth of students:

**107.** （一）坚持立德树人，培育优良校风、教风、学风；  
 (1) Adhere to moral education and cultivate a good school atmosphere, teaching style, and learning style;

**108.** （二）加强中华优秀文化传承教育，加强学生文明行为养成教育、礼仪礼节教育和心理健康教育；  
 (2) Strengthen the education of excellent Chinese culture, enhance the cultivation of students' civilized behavior, etiquette education, and mental health education;

**109.** （三）加强师德师风建设，规范教育教学行为，禁止侮辱、谩骂、体罚学生；  
 (3) Strengthen the construction of teacher ethics and styles, standardize educational and teaching behaviors, and prohibit insulting, cursing, and physically punishing students;

**110.** （四）完善校园文化设施，开展形式多样的校园文化活动，培育健康向上的校园文化；  
 (4) Improve campus cultural facilities, carry out a variety of campus cultural activities, and cultivate a healthy and uplifting campus culture;

**111.** （五）净化绿化美化校园环境，建设美丽校园；  
 (5) Purify, green, and beautify the campus environment to build a beautiful campus;

**112.** （六）加强法治宣传教育，防止校园欺凌，建设安全文明校园。  
 (6) Strengthen legal publicity and education, prevent campus bullying, and build a safe and civilized campus.

**113.** 第四章 保障与监督  
 Chapter Four: Safeguarding and Supervision

**114.** 第三十九条 各级人民政府及有关部门、精神文明建设工作指导机构应当通过开办市民学校、农民夜校、家长学校、道德讲堂等方式，开展中华民族优秀传统文化、传统美德、社会公德、职业道德、家庭美德、个人品德以及法律法规、职业技能等宣传教育，培育和引导公民养成文明行为习惯，树立科学精神，自觉远离封建迷信及其他低俗活动。  
 Article 39: People’s governments at all levels and relevant departments, as well as guidance institutions for spiritual civilization construction, should carry out education and publicity on excellent traditional culture of the Chinese nation, traditional virtues, social ethics, professional ethics, family virtues, personal morality, as well as laws, regulations, and vocational skills through methods such as citizen schools, farmers' night schools, parent schools, and moral lecture halls, to cultivate and guide citizens to develop civilized behavior habits, establish scientific spirit, and consciously stay away from feudal superstitions and other vulgar activities.

**115.** 第四十条 各级人民政府及有关部门、精神文明建设工作指导机构应当指导、支持行业协会、基层自治组织、住宅小区等，依法制定服务规范、自律章程、村规民约、业主公约等自律自治规范，推动相关单位、行业和基层文明行为促进工作。  
 Article 40: People’s governments at all levels and relevant departments, and guidance institutions for spiritual civilization construction should guide and support industry associations, grassroots autonomous organizations, residential communities, etc., to formulate self-discipline and autonomous norms such as service specifications, self-discipline regulations, village regulations and contracts, and homeowner agreements according to the law, and promote the civilized behavior promotion work of relevant units, industries, and grassroots levels.

**116.** 第四十一条 各级人民政府及有关部门应当科学规划，合理布局，建设完善下列设施：  
 Article 41: People’s governments at all levels and relevant departments should scientifically plan and reasonably allocate, and construct the following facilities:

**117.** （一）道路、桥梁、公共交通工具、交通标志标线等交通设施；  
 (1) Transportation facilities such as roads, bridges, public transport vehicles, traffic signs, and markings;

**118.** （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 passageways, greening lights, and parking spaces;

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

**120.** （四）商场、超市、农贸市场、集市市场等生活设施；  
 (4) Living facilities such as shopping malls, supermarkets, agricultural markets, and fairs;

**121.** （五）公共厕所、垃圾存放清运、污水收集处理等环卫设施；  
 (5) Public toilets, garbage storage and transportation, sewage collection and treatment, and other sanitation facilities;

**122.** （六）体育场（馆）、图书馆、影剧院等公共文化设施；  
 (6) Public cultural facilities such as stadiums, libraries, and cinemas;

**123.** （七）公园、广场等休闲娱乐设施；  
 (7) Recreational and entertainment facilities such as parks and squares;

**124.** （八）行政区划、自然地理、居住小区、街道、楼宇、门牌等地名指位设施；  
 (8) Facilities for geographic naming such as administrative divisions, natural geography, residential communities, streets, buildings, and doorplates;

**125.** （九）广告栏、宣传栏等广告宣传设施；  
 (9) Advertising boards, promotional boards, and other advertisement facilities;

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

**127.** 前款规定设施的经营管理单位应当加强日常检查，保证设施完好、使用正常、整洁有序、干净卫生。  
 The operating management units of the facilities mentioned in the previous paragraph shall strengthen daily inspections to ensure that the facilities are intact, functioning properly, clean, organized, and hygienic.

**128.** 第四十二条 机场、火车站、汽车站、客运码头、医疗机构、大型商场等公共场所和女职工集中的国家机关、企业事业单位，应当按照有关规定配备母婴室等便利设施。  
 Article 42 Public places such as airports, train stations, bus stations, passenger terminals, medical institutions, large shopping malls, and national agencies, enterprises, and institutions with a concentration of female employees shall be equipped with convenient facilities such as mother and baby rooms according to relevant regulations.

**129.** 第四十三条 各级人民政府及有关部门、医疗机构、金融机构、公共服务企业等，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 43 Governments at all levels and relevant departments, medical institutions, financial institutions, public service enterprises, etc., shall improve service processes, simplify procedures, promote online appointments and online handling, and apply information technology and big data technology to provide convenient and efficient services.

**130.** 第四十四条 县级人民政府住房和城乡建设、城市管理、环境保护、市场监督、公安、交通运输、文化、广电、食品药品监督、旅游等部门，应当建立完善日常检查制度，及时发现、制止、查处相关领域不文明行为。  
 Article 44 Departments of housing and urban-rural development, urban management, environmental protection, market supervision, public security, transportation, culture, broadcasting, food and drug supervision, tourism, and others under the county-level people's government shall establish and improve daily inspection systems to promptly discover, stop, and investigate uncivilized behaviors in related fields.

**131.** 第四十五条 建立文明行为促进工作考核评价制度。各级人民政府应当将文明行为促进工作纳入对其所属部门、单位及下级人民政府工作考核内容；上级精神文明建设工作指导机构可以对下级精神文明建设工作指导机构文明行为促进工作进行考核。  
 Article 45 Establish a work assessment and evaluation system for promoting civilized behavior. Governments at all levels shall include the promotion of civilized behavior in the assessment of the work of their departments, units, and lower-level people's governments; upper-level guiding institutions for spiritual civilization construction can assess the work of lower-level guiding institutions for spiritual civilization construction.

**132.** 第四十六条 已获得文明行为促进工作有关荣誉称号的城市、村镇、单位、家庭、学校和个人，有弄虚作假等行为或者文明水平明显下降的，由授予荣誉称号的单位取消其荣誉称号。  
 Article 46 Cities, towns, units, families, schools, and individuals that have received honorary titles related to promoting civilized behavior shall have their honorary titles revoked by the awarding units if they engage in fraudulent activities or if their level of civilization declines significantly.

**133.** 第四十七条 县级以上人民政府有关部门可以依法记录单位和个人不文明行为，对其参与相关活动依法予以限制，必要时可以向其上级主管部门或者所在单位通报；情节严重、影响恶劣的，可以予以公开曝光。  
 Article 47 Relevant departments of people's governments at or above the county level may legally record uncivilized behaviors of units and individuals, restrict their participation in related activities in accordance with the law, and if necessary, notify their higher supervisory departments or their respective units; if circumstances are serious and the impact is severe, they may be publicly exposed.

**134.** 第四十八条 县级以上人民政府应当定期向本级人大常委会报告文明行为促进工作情况，乡镇人民政府应当定期向乡镇人大主席团报告文明行为促进工作情况。  
 Article 48 People's governments at or above the county level shall regularly report the situation of promoting civilized behavior to the standing committee of the people's congress at the same level, and town and township governments shall regularly report the situation of promoting civilized behavior to the standing committees of the people's congresses of the towns and townships.

**135.** 县级以上人大常委会、乡镇人大主席团应当依法对本级人民政府文明行为促进工作进行监督。  
 Standing committees of people's congresses at or above the county level and standing committees of people's congresses at the township level shall lawfully supervise the work of promoting civilized behavior by the people's government at the same level.

**136.** 第五章 法律责任  
 Chapter 5 Legal Responsibilities

**137.** 第四十九条 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监察机关责令改正，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 49 If state agencies and their staff engage in any of the following behaviors in promoting civilized behavior, their higher supervisory departments or supervisory organs shall order corrections and issue a public critique; in serious cases, legal penalties shall be imposed on the directly responsible supervisors and other directly responsible individuals:

**138.** （一）在文明城市、文明村镇、文明单位等创建活动中不履行或者不正确履行职责的；  
 (1) Failing to perform or improperly performing their duties in the creation of civilized cities, civilized towns, civilized units, etc.;

**139.** （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;

**140.** （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 handle complaints in accordance with the law or failing to promptly investigate and address the matters raised in complaints;

**141.** （四）未依法实施监督管理的；   
 (4) Failure to implement supervision and management in accordance with the law;

**142.** （五）无正当理由拒不接受监督的；  
 (5) Refusal to accept supervision without justifiable reasons;

**143.** （六）其他玩忽职守、滥用职权、徇私舞弊的行为。  
 (6) Other behaviors of negligence, abuse of power, or favoritism.

**144.** 第五十条 违反本条例第十九条至第二十八条规定的，由县级以上人民政府有关部门责令改正，依法予以处罚；拒不改正的，对单位予以公开曝光，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 50: Those who violate the provisions of Articles 19 to 28 of this regulation shall be ordered to make corrections by the relevant departments of the people's government at or above the county level, and shall be punished according to law; if corrections are refused, the unit shall be publicly exposed, and the directly responsible主管人员 and other directly responsible persons shall be punished according to law.

**145.** 第五十一条 违反本条例规定的其他行为，法律、法规有处罚规定的，从其规定。  
 Article 51: For other behaviors that violate this regulation, where there are punishment provisions in laws and regulations, those provisions shall apply.

**146.**

**147.**